

User Agent App - Guide

This document shows how you can interact with the Agentforce agent extended by the User Agent application capabilities through the conversational interface and by using the application.

Conversational Interface

Assign a single profile to multiple users.  Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.  Can you assign the standard user profile to Joseph Gonzalez and Chloe Adams  The Standard User profile has been successfully assigned to Joseph Gonzalez and Chloe Adams. You can view the actions here. Let me know if there's anything else you need! 2 profile assignment action(s) have been created and queued for processing. Open All Actions List View  Describe your task or ask a question... 	Assign a single role to multiple users.  Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.  Can you assign the Marketing Team role to Joseph Gonzalez and Chloe Adams  The Marketing Team role has been successfully assigned to Joseph Gonzalez and Chloe Adams. If you need further assistance, feel free to ask! 2 user role assignment action(s) have been created and queued for processing. Open All Actions List View  Describe your task or ask a question... 
Activate multiple users.  Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.  Can you activate the two users named Joseph Gonzalez and Chloe Adams  I've activated the accounts for Joseph Gonzalez and Chloe Adams. You can view the actions here. Let me know if there's anything else you need! 2 user activation action(s) have been created and queued for processing. Open All Actions List View  Describe your task or ask a question... 	Deactivate multiple users.  Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.  Can you deactivate the two users named Joseph Gonzalez and Chloe Adams  I've successfully deactivated the users Joseph Gonzalez and Chloe Adams. You can view the actions here. Let me know if there's anything else you need! 2 user deactivation action(s) have been created and queued for processing. Open All Actions List View  Describe your task or ask a question... 

Lock multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you lock Joseph Gonzalez and Chloe Adams their user account



I've successfully locked the accounts for Joseph Gonzalez and Chloe Adams. If you need further assistance, feel free to ask!

2 user lock action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Unlock multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you unlock Joseph Gonzalez and Chloe Adams their user account



I've unlocked the accounts for Joseph Gonzalez and Chloe Adams. You can view the actions [here](#). Anything else you need help with?

2 user unlock action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Assign groups to multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you add Joseph Gonzalez and Chloe Adams to the Sales and Service groups



Joseph Gonzalez and Chloe Adams have been successfully added to the Sales and Service groups. You can view the actions [here](#). Anything else I can assist you with?

4 group assignment action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Remove groups from multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you remove Joseph Gonzalez and Chloe Adams from the Sales and Service groups



Joseph Gonzalez and Chloe Adams have been successfully removed from the Sales and Service groups. If you need further assistance, feel free to ask!

4 group removal action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Assign queues to multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you add Joseph Gonzalez and Chloe Adams to the Sales and Service queues



Joseph Gonzalez and Chloe Adams have been successfully added to the Sales and Service queues. You can view the actions [here](#). Let me know if there's anything else you need!

4 queue assignment action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Remove queues from multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you remove Joseph Gonzalez and Chloe Adams from the Sales and Service queues



Joseph Gonzalez and Chloe Adams have been successfully removed from the Sales and Service queues. If you need further assistance, feel free to ask!

4 queue removal action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Assign permission sets to multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you add Joseph Gonzalez and Chloe Adams to the Sales and Service permission sets



Joseph Gonzalez and Chloe Adams have been successfully added to the Sales and Service permission sets. You can view the actions [here](#). Let me know if there's anything else you need!

4 permission set assignment action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Remove permission sets from multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you remove the Sales and Service permission sets from Joseph Gonzalez and Chloe Adams



The Sales and Service permission sets have been successfully removed from Joseph Gonzalez and Chloe Adams. You can view the actions in the [All Actions List View](#). Let me know if there's anything else you need!

4 permission set removal action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Assign permission set groups to multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you add the Service Group and Sales Group permission set groups to Joseph Gonzalez and Chloe Adams



I've successfully added Joseph Gonzalez and Chloe Adams to the Service Group and Sales Group permission set groups. You can view the actions [here](#). Let me know if there's anything else you need!

4 permission set group assignment action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Remove permission set groups from multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you remove the Service Group and Sales Group permission set groups from Joseph Gonzalez and Chloe Adams



The permission set groups have been successfully removed from Joseph Gonzalez and Chloe Adams. You can view the actions [here](#). Let me know if there's anything else you need!

4 permission set group removal action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



Reset passwords for multiple users.



Hi! I'm an AI assistant, here to help you troubleshoot user access, look for answers in Salesforce Help, easily create report types, and more.



Can you reset the passwords for Joseph Gonzalez and Chloe Adams



The passwords for Joseph Gonzalez and Chloe Adams have been reset. You can view the actions here: [Open All Actions List View](#). Let me know if there's anything else you need!

2 password reset action(s) have been created and queued for processing. [Open All Actions List View](#)



Describe your task or ask a question...



User Agent Application

The User Agent app is mainly meant to be a place where you can go to, to review which changes have been done and if they completed or failed. You are able to **redo** failed actions or **undo** completed actions by using the **undo** and **redo** button showing on the actions list view in the User Agent application.

User Agent

Home

Actions

Audit Logs

Home

Users

All Users (User Agent)

9 Items - Sorted by Full Name - Filtered by All users - Updated 31 minutes ago

Full Name

Email

Username

Active

Last Login

Profile

Role

Last Modified Date

Created Date

1	Azzan Goeting	azzan@goeting.nl	azzan+securityreviewdemo@goeting.nl	☒	01-08-2025 10:26	System Administrator		24-07-2025 05:34	03-01-2025 17:02
2	Chloe Adams	azzan@goeting.nl	jasongoeting@goeting.nl	☒	31-07-2025 06:34	Standard User	Marketing Team	01-08-2025 10:57	25-07-2025 06:22
3	EinsteinServiceAgent User	nonreply@salesforce.com	useragent@00dww000007mtzh.ext	☒		Einstein Agent User		18-07-2025 12:34	18-07-2025 12:34
4	EinsteinServiceAgent User	nonreply@salesforce.com	usermanagementagent@00dww000007mtzh.ext	☒		Custom: Einstein Agent User		23-07-2025 05:21	18-07-2025 13:43
5	Joseph Gonzalez	azzan@goeting.nl	seangoeting@goeting.nl	☒	31-07-2025 06:33	Standard User	Marketing Team	01-08-2025 10:57	25-07-2025 06:22
6	User Agent	azzan@goeting.nl	useragentreview@goeting.nl	☒	23-07-2025 04:07	Custom: Sales Profile	CEO	24-07-2025 12:29	07-01-2025 07:59

Actions Report

Record Count

60

60

Status

Completed

View Report

As of Today at 11:35

Audit Logs Report

Record Count

52

14

8

4

8

6

8

Object

Group

PermissionSet

PermissionSetGroup

Profile

Queue

User

UserRole

View Report

As of Today at 11:35

Undo multiple completed actions / Redo multiple failed actions.

User Agent

Home

Actions

Audit Logs

Actions

Recently Viewed

2 Items selected

Action Number

User

Object

Type

Status

Result

1	A-0000000011	Joseph Gonzalez	User	Deactivate	Completed	
2	A-0000000010	Chloe Adams	User	Deactivate	Completed	

Undo

Redo

Undo Actions

Create actions to reverse the operations of the selected actions.

Selected Actions

2 action(s) selected to undo.

Create

Cancel

Only actions with "Completed" status can be undone. Click on the Create button to proceed with the undo operation.