

Service Definition: Agentforce for Police

Service overview

Agentforce for Police is an AI-assisted service built on the Salesforce platform that supports frontline and back-office policing activities. It uses automation and conversational AI to assist with case management, victim engagement, and administrative tasks. The service includes specialist AI agents such as Bobi, designed to support consistent, timely, and auditable victim communications.

Service scope

The service provides configuration, operation, and support of Agentforce capabilities within a secure Salesforce environment. It supports authorised police users and integrates with existing policing systems where required. The service does not replace operational decision-making and is designed to support, not automate, policing judgements.

Users

The service is intended for authorised police officers, staff, and approved support personnel. Access is restricted using role-based access controls and strong authentication.

Service features

- AI-assisted conversational agents
- Bobi agent for victim engagement
- Case and task automation
- Integration with existing systems
- Role-based access controls
- Audit logging and monitoring
- Configurable workflows
- Secure Salesforce hosting
- Human-in-the-loop controls
- Reporting and dashboards

Support and service levels

Support is provided during UK business hours with defined priority-based response and resolution targets. P1 incidents are supported outside business hours. Support is delivered through a managed support model with a minimum of 20 hours per month, including access to a support portal, a dedicated service manager, and regular service reviews.

Onboarding and offboarding

Onboarding includes environment setup, configuration, access provisioning, and knowledge transfer. Offboarding includes secure removal of access, data handling in line with customer requirements, and service closure activities.

Security and compliance

The service operates within an ISO/IEC 27001 certified Information Security Management System and is supported by Cyber Essentials Plus. Security controls include access management, monitoring, incident management, and change control. Salesforce provides underlying platform security.

Resilience and availability

The service relies on the resilience and availability of the Salesforce cloud platform, which provides redundant infrastructure and built-in monitoring. Operational processes support incident management and customer communications.

Data handling

Customer data is processed and stored within Salesforce in accordance with contractual requirements. Access to data is restricted and logged. Data handling aligns with UK data protection obligations.

Change management

Changes are managed through a controlled change management process, including impact and security assessment, testing in non-production environments, and controlled deployment.

Service boundaries

The service does not include policing policy decisions, legal advice, or autonomous decision-making. Responsibility for operational use remains with the customer.