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Why Legacy Salesforce Flows Break Agentforce & Burn

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1. Why Legacy Automation Burns Agentforce Flex Credits

Salesforce Account Executives pitch Agentforce as a turnkey layer on top of your existing Flows and Invocable Apex. In a clean org, that works. In a mature enterprise org with three Record-Triggered Flows, a legacy Process Builder, and an asynchronous ERP sync sharing the same object, wiring an autonomous agent directly to existing automation creates two immediate production hazards:

1. **Non-Idempotent Retry Amplification**: When a downstream billing or ERP callout times out after 10 seconds, the agent reasons that the action failed and retries the tool invocation. Without a deterministic idempotency key checked before mutation, every retry creates duplicate records and consumes additional Flex Credits.
2. **Order-of-Execution Lock Contention**: Autonomous agents execute tool calls faster than human click paths, colliding with asynchronous rollups and throwing `UNABLE_TO_LOCK_ROW`.

2. The Single-Writer Invocable Gate Pattern

Before exposing any write-capable Flow or Apex class to an Agentforce Topic, we wrap the domain transition in a Single-Writer service that enforces three invariants:

Deterministic Idempotency Key: Every agent tool call must pass an `idempotencyKey` derived from `(session_id, turn_index, target_record_id)`.

P&L Department Ownership: Status transitions are partitioned by business owner—Operations owns `WORK_COMPLETE`; Accounting and Finance own `INVOICED_LOCKED`.

Savepoint Dry-Run Diffs (`Database.setSavepoint()`): High-impact financial or forecast updates run with `isDryRun = true` first, emitting a structured before/after variance summary for human approval before committing.

3. Portable Engineering Rule

Never expose an un-keyed, multi-writer Flow as an AI agent tool. Consolidate the object's state machine under a single idempotent writer first; then let the agent submit typed requests to that boundary.