

# Make your customer service teams **10x faster** in Salesforce

FlowEQ is a no-code workflow solution that embeds within your Salesforce customer support application and accelerates your teams through recurring work that requires human judgment, expertise or empathy.

TRUSTED BY TEAMS ALL OVER THE WORLD



FlowEQ saves companies **time and money every day**

## 10x

Faster customer resolution

## 100%

SOP compliance

## 50x

Faster agent onboarding

## Built for teams that need to **accelerate** important work

FlowEQ orchestrates data and automates steps behind the scenes while accelerating your employees through error-proof workflows. The FlowEQ Process Acceleration Platform is a no-code workflow automation software solution that helps you build great workflows, ensure high-stake processes are followed every time, and constantly improve your workflows.



### Customer Support

- Troubleshooting
- RMAs
- E-commerce returns and refunds
- Replacement orders
- Shipping
- Escalations



### Membership & Billing

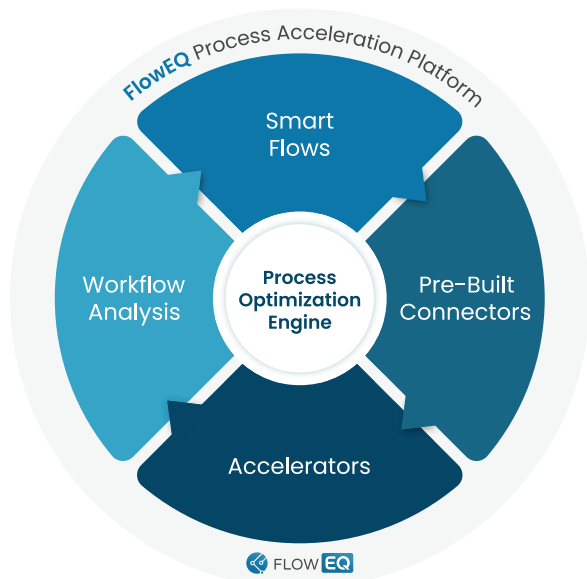
- New client activation
- Billing inquiries
- Membership changes
- Subscription plan changes



### Product & Operations

- Quality issue tracking
- Defect tracking
- Compliance reporting
- Lease servicing
- UCC filings

“Our customer service agents now troubleshoot issues **20x faster thanks to FlowEQ decision trees integrated right into our Salesforce screens.**”



## Accelerate your recurring work and processes

**Builds** interactive decision trees that embed within Salesforce, are easy to deploy, and easy to update over time

**Connects** instantly to your other applications

**Guides** users through error-proof workflows where their judgment or expertise is needed

**Automates** actions behind the scenes

**Measures** everything and gives you the data needed for continuous improvement

**Collects** AI-ready data at every step

## FlowEQ **embeds** within your current Salesforce system



No need to train users on a new system. With FlowEQ you simply design and embed Smart Flows into your current CRM system. Your teams work within the systems they already know while FlowEQ automates steps behind the scenes.

The screenshot displays a Salesforce interface for a warranty replacement process. On the left, a sidebar shows the "Case Status" as "Open", "RMA" as "Approved", "Complaint" as "CMPL-83429", and "Return shipping" as "UPS label". Below this, a user profile for "Joe Bethersanton" is shown with a description of the issue: "My front door video doorbell won't power on anymore and I want to start recording from my back door one too." The address is "11454 Pruder St Apt 23R, Fargo, North Dakota 58104". Attachments include two images of the doorbell. A "Ding Support" message from the system is also visible. On the right, a decision tree flow is shown with "Yes" and "No" buttons. The "Yes" path leads to "Warranty Replacement Approved", "Reporting to Quality Management System...", "Creating RMA shipping label..." (with "CMPL-83429" and "UPS-519784651"), "Ordering replacement product..." (with "Order 54321"), and "Composing reply to customer...". On the far right, arrows point to various integrated applications: arena, SHIPENGINE, shopify, and salesforce.

## Pre-integrated with hundreds of business applications and workflows



“

FlowEQ makes it easy to scale up new agents and make them productive *in days instead of weeks.*”