FLOW EQ

zendesk

Make your customer service teams **10x faster** in Zendesk

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

TRUSTED BY TEAMS ALL OVER THE WORLD

SHOWTIME   +ableau   hydrow   SUNPOWER   fubo TV   Pulse Biosciences

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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
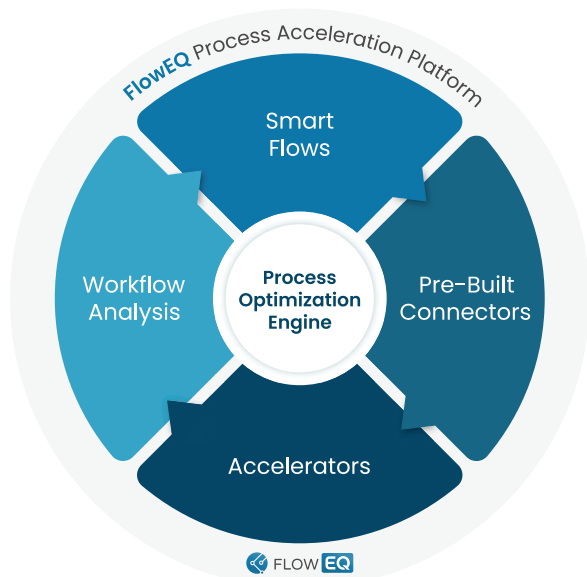- Escalations

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 Zendesk screens.**"

FlowEQ Process Acceleration Platform

- Smart Flows
- Pre-Built Connectors
- Accelerators
- Workflow Analysis
- Process Optimization Engine

FLOW EQ

Accelerate your recurring work and processes

Builds interactive decision trees that embed within Zendesk, 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 Zendesk system

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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.

Pre-integrated with hundreds of business applications and workflows

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