

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

FlowEQ is a no-code workflow solution that embeds within your current systems 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

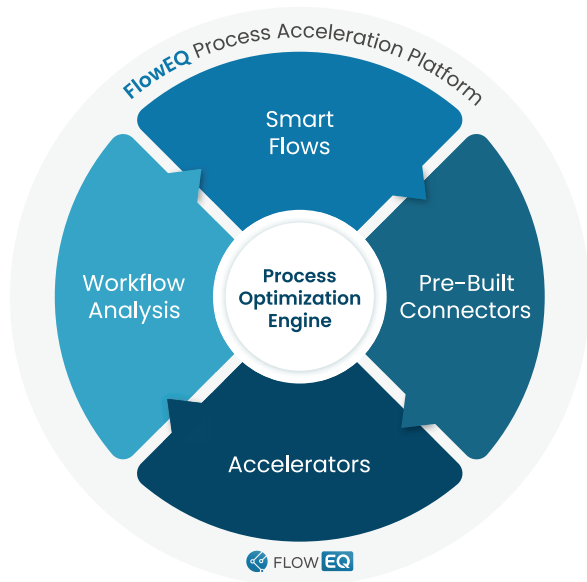
- New client activation
- Billing inquiries
- Membership changes
- Subscription plan changes



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 CRM.**”



Accelerate your recurring work and processes

Builds interactive Smart Flows that are easy to deploy and easy to update over time

Connects instantly to Shopify and 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 CRM 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 shows a CRM interface for a case titled 'Your System'. The case status is 'Open', RMA is 'Approved', Complaint is 'CMPL-83429', and Return shipping is 'UPS label'. A 'Yes' button is highlighted. The case details include a customer message from 'Joe Bethersonton' about a front door video doorbell, an address in Fargo, North Dakota, and two attachments of the doorbell. A 'Ding Support' agent has responded, mentioning a replacement order (Order 54321) and a shipping label. On the right, a 'Warranty Replacement' section shows 'Approved' status and steps: 'Reporting to Quality Management System...' (CMPL-83429), 'Creating RMA shipping label...' (UPS-519784651), 'Ordering replacement product...' (Order 54321), and 'Composing reply to customer...'. Arrows on the right point to integration partners: arena, SHIPENGINE, shopify, and salesforce.

Pre-integrated with hundreds of business applications and workflows



“

FlowEQ seamlessly integrates Shopify with Salesforce, Zendesk, Fresh and Zoho CRM systems. With FlowEQ customer service teams can **process returns and replenishment orders through Shopify 10x faster.** ”

