

# Connect **mission-critical customer feedback** to product development and quality process

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

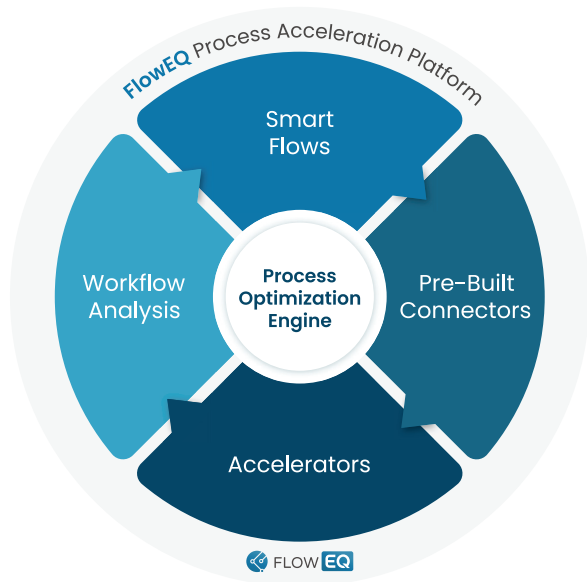
- New client activation
- Billing inquiries
- Membership changes
- Subscription plan changes



### 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 Arena 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.

A screenshot of a customer service workflow interface. It shows a "Your System" section with fields for Case Status (Open), RMA (Approved), Complaint (CMPL-83429), and Return shipping (UPS label). Below this is a customer message from Joe Bethersonton about a front door video doorbell. The interface includes a "Yes/No" toggle, a "Warranty Replacement Approved" status, and a list of actions: "Reporting to Quality Management System..." (CMPL-83429), "Creating RMA shipping label..." (UPS-519784651), "Ordering replacement product..." (Order 54321), and "Composing reply to customer...". On the right, there are integration arrows pointing to Arena, SHIPENGINE, Shopify, and Salesforce.

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



“FlowEQ seamlessly integrates Arena with Salesforce. With FlowEQ customer service teams follow all product quality and issue tracking SOPs **100% correctly every time – without ever having to open up Arena.**”

