

Guide: How to install the Flow plug in for Freshdesk

The screenshot shows the Freshdesk dashboard interface. At the top left, the word "Dashboard" is displayed. On the right side of the top bar, there are buttons for "Get started (10%)", "New", a search bar, and notification icons. A central banner contains an information icon and the text "This is a sample dashboard. Dismiss for real data".

The dashboard is divided into several sections:

- Summary Cards:** Six cards at the top show ticket counts: Unresolved (55), Overdue (4), Due today (11), Open (28), On hold (3), and Unassigned (8).
- Today's trends:** A line chart titled "Today's trends" for "1st May 2018, 03:00 PM" shows ticket volume over 24 hours. A red arrow points to the settings icon in the left sidebar.
- Performance Metrics:** On the right side of the trends section, there are four key metrics:
 - Resolved: 45
 - Received: 100
 - Average first response time: 12m
 - Average response time: 24m 12s
 - Resolution within SLA: 91%
- Unresolved tickets:** A table listing ticket counts by group:

Group	Open
Customer support	32
Loyalty programs	8
Vendor management	12
Billing	3
- Customer satisfaction:** A section showing "Responses received: 320" with a breakdown: Positive (90%), Neutral (6%), and Negative (4%).
- To-do (2):** A list of tasks, including "Followup with customer about Upgrade" and "Billing reminder".



Admin

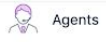
Get started (10%)

New ▾

Search



J



Agents



Groups



Skills



Roles



Security



SLA Policies



Business Hours



Multiple Products



Tags



Field Service Management **New**

Helpdesk Productivity



Automations



Scenario Automations



Ticket Templates



Email Notifications



Canned Responses



Canned Forms



Customer Satisfaction



Arcade



Apps



Omniroute™ **New**



Sandbox



Session Replay



Advanced Ticketing



Proactive Outreach **New**

Account Settings



Account



Plans & Billing



Import data from Zendesk



Day Pass



Audit Log



App deleted successfully. x

Apps

Apps allow you to integrate with other applications to make your Freshdesk experience more awesome. They also enable you to customize and personalize your Freshdesk portal.

Apps Custom Apps

Get More Apps



No Apps installed

We've integrated with some of your favorite applications. Click 'Get More Apps' to browse the selection.

Get More Apps

Developer Shortcuts

Go to Developer Portal

Apps

Apps in Freshdesk let you share data with third party solutions and services that you use regularly. They also enable you to add additional features to the ticket and contact details page. Freshdesk offers several apps out-of-the-box. To browse our selection of apps, click on the "Get More Apps" button.

Custom Apps

Can't find an app that fits your needs? With our Custom Apps (earlier called Freshplugins), you can bring in contextual information from any third party solution, legacy system or database. These Custom Apps can also be used to make visual changes to your helpdesk and boost productivity. Click [here](#) to learn more!



Admin

Get started (10%) New Search

Apps
Apps allow you to integrate with other applications

Marketplace

1. → Flow

2. → & Workflows

Search results for: "Flow"

Flow	Flow XO	Zoho Flow
Built.io Flow	MS Flow	BrightReps Sidekick
Auvik	Dynamic Insight	Celigo - Integrator.io
AnswerWise - AI Power...	Tonkean	ONEiO Service Integration
Wyzebulb For Freshdesk	CloudTalk	Qualtrics
LiveHelpNow	MeisterTask	WeChat Connect PAID

Agent Productivity
& Workflows
CRM, Sales & Marketing
Chat, Video & Telephony
Data Sync & Migration
E-Commerce
Field Service Management
File Sharing & Collaboration
Issue Tracking & Alerts
Knowledge & Content
Management
Reporting & Analytics
Security, Risk & Governance
Social Media & Channels
Surveys & Feedback
Time Tracking, Accounting & Billing
User & Access Management

SyncSpider Freshdesk

Admin Get started (10%) New Search

Apps Marketplace Search for apps

Apps allow you to integrate with other applications

Apps Custom Apps

Install

Version: 1.0

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3 days ago

in Agent Productivity

Help and Support
support@telavox.se
<https://www.addflow.com/>
[Policy on third party apps](#)

Flow

Flow for Freshdesk helps you streamline your work environment **Installation instructions. Freshdesk API key needed**

Overview Installation

Telavox develops world-leading communications platforms with solutions for smart and efficient telephony, PBX, chat and much more. Regardless of whether it involves an entrepreneur-driven startup or a giant among giants, Telavox contributes to making companies more transparent, efficient and accessible.

Flow has everything you need to communicate and collaborate simply with customers and colleagues – it's your corporate telephony, PBX, video and chat combined in one cloud-based solution.

Boost your workforce with Flow in Freshdesk. The Flow caller app allows you to see who is calling, hang u... [more](#)