

System level flows

One of the advantages of the system level is the ability to create flows that can then be assigned to relevant companies. This is useful if your companies require similar flows as you won't need to create them repeatedly.

How it works

You can create call, email or chat flows at the system level using the flow editor. The configuration will be the same as creating a flow at the company level. The only additional step is that you will then need to assign the flow to the relevant companies.

Assign a flow

1. Select (or create) the relevant **Call/Chat/Email Flow**
2. Click the **dropdown** below Assigned Companies
3. Tick the **checkbox** next to the companies you want to assign the flow to
4. Click **Save Changes**
5. The flow will be assigned to the selected companies.