

LAUNCHING THURSDAY 13TH AUGUST

# Flow 2.0 Partner Briefing

Three powerful new capabilities added straight into the platform your customers already use every day. No third-party tools, no workflow changes, everything in one place.

Big news for Flow and a great reason to get back in front of every customer on your book. Flow 2.0 is arriving to bring advanced automation and unified communication natively into your platform.

## 1. Every call, transcribed and understood

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Every call is transcribed, summarised and analysed automatically — across all inbound and outbound calls, on mobile and landline, with no change to how calls are made or received.

- Automatic transcript with speaker ID & timestamps
- Concise call summary — key points & next steps
- Automatic Topic Analysis across all calls
- Business tier can push transcripts & actions to CRM

## 2. Every conversation. One Inbox

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Voice, WhatsApp, and email all land in the same Flow interface. Every interaction automatically creates a structured ticket, ready to assign, note and resolve — with no switching between apps.

- Calls become tickets with AI transcript & summary attached
- WhatsApp handled natively, with AI tagging applied
- Reply, assign or loop in a colleague from one place

## 3. A clear picture, built-in

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Turnkey reporting gives your customers visibility across every call, queue and agent — centralised from day one, with no separate tools or manual exports.

- Queues & groups: service levels, wait times, answer rates
- Individual performance & IVR / call flow drop-off points
- Time trends, Call Inspector and a live real-time dashboard

Ready to see Flow 2.0 in action?

Call us on **01934 313878** or visit [26comms.co.uk](https://26comms.co.uk) to grab your demo slot.