HELP-DESK SOFTWARE FOR SMALL TEAMS

Support that feels effortless.

Flowdesk gives small teams a shared inbox, live chat and a tidy knowledge base — without the enterprise complexity or the enterprise price tag.

Flowdesk — built for teams of 2 to 25
hello@flowdesk.example.com · (555) 010-2048

SET UP IN A DAY

THE PROBLEM

Small teams drown in scattered support.

4.2

Tools to answer one question

Email, chat, social and a spreadsheet — tickets get lost between them and customers wait for a reply.

38%

Repeats the same answer

Without a shared knowledge base, agents rewrite the same replies while nobody learns from past tickets.

2 days

Before a first response

When the inbox is one shared account, nobody knows who owns what — and customers notice.

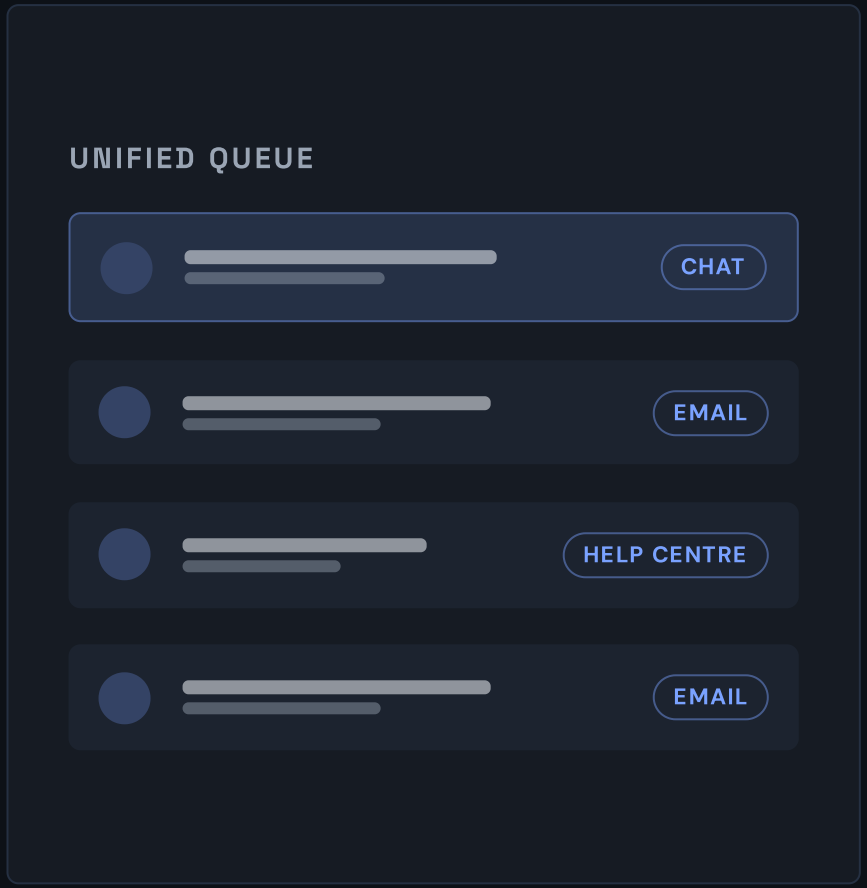
Figures shown are illustrative examples for demonstration purposes only.

One calm inbox for every channel.

Flowdesk pulls email, chat and help-centre requests into a single queue. Assign, reply and close — from one screen your whole team understands.

No consultants. No six-week rollout. Just a tool that gets out of the way.

- Shared inbox with clear ownership
- Live chat widget that matches your brand
- Knowledge base that answers before you do



HOW IT WORKS

Live in four steps.

01

Connect your channels

Forward your support email and drop the chat widget on your site. Takes about ten minutes.

02

Invite the team

Add agents with roles and permissions. Everyone sees the same queue from day one.

03

Set your rules

Route by topic, tag by customer, and auto-assign so nothing sits unread.

04

Reply and improve

Answer from one screen, save the best replies, and let the help centre handle the rest.

FEATURES

Everything you need. Nothing you don’t.

Shared inbox

One queue for email, chat and forms — with assignment, notes and full history.

Live chat widget

Brandable chat that turns visitors into conversations — and conversations into customers.

Knowledge base

Publish help articles and let customers self-serve before they ever open a ticket.

Automations

Auto-assign, tag and follow up with simple rules. No code, no workflow builder maze.

Reports that matter

Response time, resolution time and volume — the numbers your team can act on.

Safe by default

SSO, granular roles and encrypted data. Your customer conversations stay yours.

RESULTS

What small teams report.

−62%

First response time

from 9h to 3.4h on average

+41%

Tickets resolved same day

after shared-queue rollout

3.1×

More self-serve answers

via the knowledge base

1 day

Typical setup time

including migration

> “We stopped losing tickets in three inboxes. Flowdesk made support feel like one team, not five people guessing.”
>
> — Head of Support, a 14-person SaaS team (example)

All figures are illustrative examples, not guarantees of results.

PRICING

Simple plans. No surprises.

Starter

$19 / agent / mo

For teams just getting organised.

- Shared inbox
- Email channel
- 3 saved replies
- Basic reports

MOST POPULAR

Team

$39 / agent / mo

For growing teams that live in support.

- Everything in Starter
- Live chat widget
- Knowledge base
- Automations & SLAs
- Full reporting

Scale

$69 / agent / mo

For teams with advanced needs.

- Everything in Team
- SSO & audit log
- Custom roles
- Priority support
- Data residency options

Prices are example figures for demonstration. Annual billing saves 20% — also an example.

Let’s get your inbox calm.

Start with a free 14-day trial — no card, no lock-in. We’ll help you import your existing tickets and go live within a day.

hello@flowdesk.example.com
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01 **Book a 20-minute demo**
See the shared inbox with your own channels connected.

02 **Start a free trial**
14 days, full Team plan, no credit card required.

03 **Talk to us about migration**
We’ll move your old tickets over at no extra cost.