

# storm<sup>®</sup> FLOW<sup>™</sup>

## Building and Manage the Services Your Customers Need.

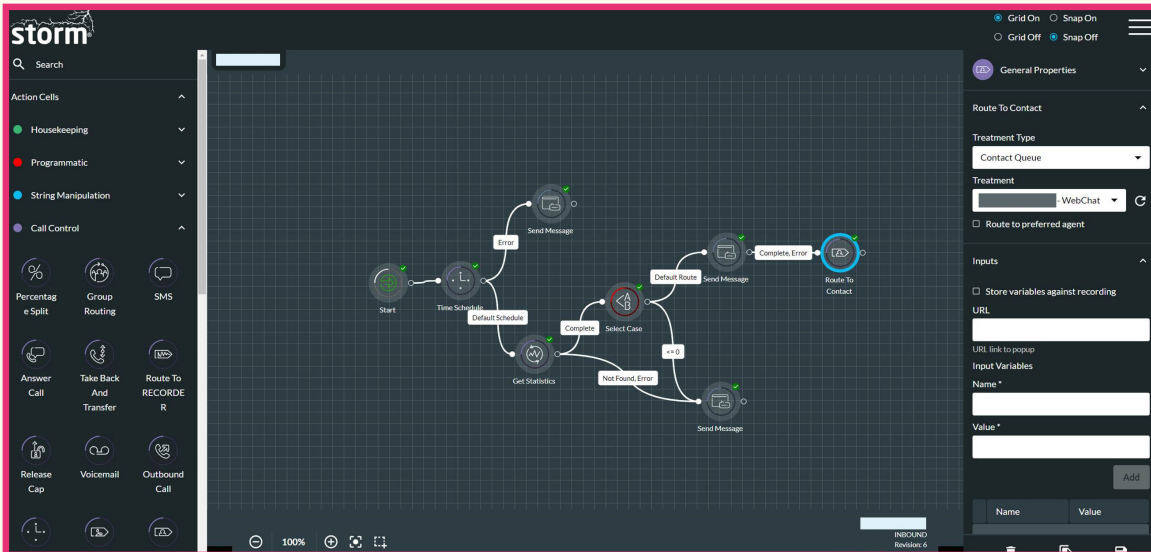
Creating and maintaining services to meet the ever-evolving needs of your customers' requires best-in-class functionality and an easy-to-use interface.

Simplify building even the most complex service flows with an intuitive and powerful drag-and-drop service designer. Use leading AI capabilities to provide customers with self-service journeys, and improve efficiency. To help your agents deliver connected customer experiences, build omni-channel service flows that surface vital information from other systems, and deliver it to the agent's fingertips.

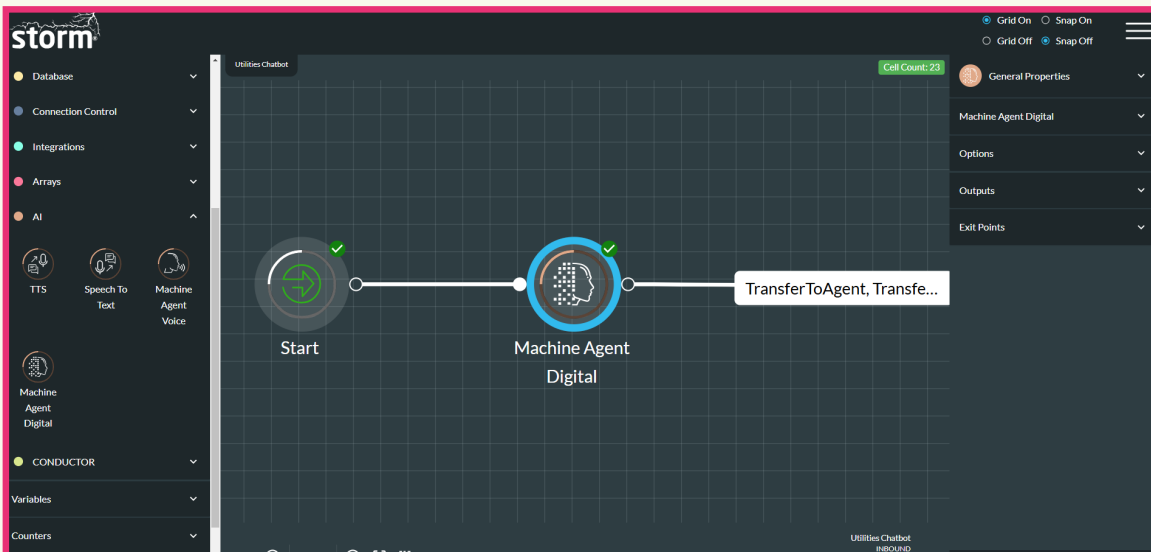
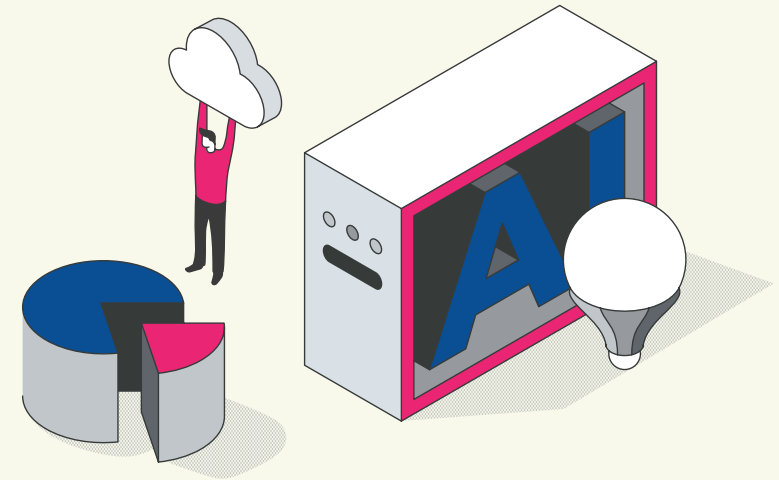
**storm<sup>®</sup> FLOW<sup>™</sup>** is a powerful customer journey creation tool that gives organizations the capability to build personalized and data-driven services, and manage them in a single browser-based interface.

### Product Highlights

- Real-time customer journey management tool for creating and managing inbound and outbound **omni-channel service flows**
- **AI-powered services**, including Natural Language Processing, Large Language Models, and conversational AI for 24/7 self-service
- Automatically pull data **from any system** that supports REST APIs, including CRMs, Internet of Things (IoT) devices, and other data systems
- Native reporting and live monitoring of FLOW services within the **real-time and historical reporting tool, storm<sup>®</sup> VIEW<sup>™</sup>**
- **Intuitive drag-and-drop service creation** using action cells – the building blocks of a service that carry out a specific function
- **Real-time revision control**, with the ability to instantly roll services backwards or forwards as service features change.



Drag-and-drop interface for designing and customizing customer service flows easily within FLOW.



Enable Machine Agents in customer journeys to provide AI-powered, 24/7 self-service.

## See It In Action

Discover how storm FLOW could work for your organization.

[Book a meeting](#)