Tech20Four

eFLOW

SERVICE MANAGEMENT
SIMPLIFYING SERVICE DELIVERY AND SUPPORT



Take Back Control of Your Workflows.

THE PROBLEM: WHAT WE ARE FACING

When IT faults, software change requests, and inter-departmental needs rely on manual tracking or fragmented emails, efficiency plummets. Without a centralized system, requests get lost, accountability drops, and critical SLAs are missed, impacting your entire organization's productivity.

THE SOLUTION: WHY EFLOW?

THE SOLUTION: WHY EFLOW? - BENEFITS

- Streamline Service Requests and Ticketing Operations Across Departments.
- Enhance Operational Agility with Configurable Workflows.
- Unify Service Requests, Forms, and Workflow Management in a Single Platform.
- Take Control of Service Request, Approval, and Escalation Processes.
- Gain Visibility into Service Performance and TAT Metrics.

FEATURES

EFLOW STREAMLINES YOUR SERVICE REQUEST OPERATIONS ACROSS ALL DEPARTMENTS THROUGH ITS CORE FEATURES:

- **Unified Ticketing:** Consolidates service/change requests and help tickets from multiple departments into a single, unified system.
- **SLA & TAT Tracking:** Track turnaround times for every ticket and workflow to ensure SLA compliance.
- **No-Code Form Builder:** If you need to create great-looking web forms, the eFlow Form Builder is the tool for the job.
- **Intelligent Workflow Handling:** Create, modify, and manage workflows efficiently.
- **Gain Visibility:** Access real-time dashboards and reports to monitor service performance and TAT metrics.

eFlow: Turn service desk chaos into seamless, automated workflows.

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