Flow Help & Support

Welcome to the Flow Documentation space! Flow is NocTel's integrated contact center solution envisioned and developed by the NocTel team. Here users can find a collection of support documents that cover setting up and maintaining Flow.

Getting Started With Flow

- Getting Started
- Adding Account Information
- Creating Teams
- Adding Skills
- Adding Users
- Creating a Queue
- Setting up Phone Numbers
- Adding Agents

Customer Support

Technical support for your service is included and we're happy to assist with any questions or comments you may have.

Our hours are Monday – Friday, 5am – 6pm PST and we can be reached by one of the following methods:

1. E-mail us anytime at **support@noctel.com**.
2. Call from any phone by dialing our local support line:

   Portland, OR: +1 503.764.4300

   Toll-Free: +1 888.400.4521

About Flow

- User Type Overview
- What Are Queues
- How NocTel and Flow Work Together
- Skills and Proficiency
- Call Priority and Escalation
- Supervisor Home Overview
- Agent Dashboard Overview
- Frequently Asked Questions

Using Flow

- Best Practices
- Agent Login
- Supervisor and Manager Login
- Agent Status
- Managing Agents
- Toolbar Buttons
- Agent Summary View
- Agent Click-to-Transfer
- Supervisor Call Functions
- Removing a Component
- Reporting
- Call Logs

Recently Updated Pages

Supervisor Call Functions
Feb 29, 2024 • updated by Joey Macaluso • view change

Call Logs
Sep 06, 2023 • updated by Joey Macaluso • view change

Outbound Calling
Oct 11, 2022 • created by Joey Macaluso

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Oct 06, 2022 • updated by Joey Macaluso • view change

User Type Overview
Jun 29, 2022 • updated by Joey Macaluso • view change