



• WORKFORCE TECHNOLOGY · TEAM OPERATIONS

Run your whole floor from **one workspace**

FlowDesk is the operations platform for sales floors and service teams — CRM, tasks, team chat, cloud calling, WhatsApp and HR in a single system. No more six tools and ten tabs: one login, one record of everything, battle-tested daily by 150+ live agents.

150+

live agents run on it every working day

8

modules — CRM to HR, one login

3

channels built in — chat, voice & WhatsApp

100%

self-hosted option — your server, your data

flowdesk.yourcompany.com

≡

YourCompany

Dashboard

CRM & Leads

Tasks

Chat

Telephony

WhatsApp

HR & Attendance

Reports

PRESENT TODAY

132 / 150

3 floors live

CALLS TODAY

1,248

▲ 12% vs yesterday

NEW LEADS

86

ads · WhatsApp · web

OPEN TASKS

214

18 due today

LEAD	SOURCE	AGENT	STAGE
Raja Bilal	Meta Ads	Agent 04	New
Adeel A.	WhatsApp	Agent 12	Contacted
Junaid M.	Website	Agent 07	Converted

✓ Attendance synced

4 WhatsApp inboxes live

2 supervisors reviewing

BTSFX PROTECH · FLOWDESK · WORKSPACE PLATFORM DOSSIER · 2026

FLOWDESK.BTSFXPROTECH.COM

FLOWDESK · 01 / 07



Your team lives in six apps. Their work lives in none of them.

We put the ~~whole~~ floor — people, calls and pipeline — in one place.

Chat in one tool, leads in another, calls in a third, attendance on paper.

FlowDesk was built running a real 150-agent operation — where the lead, the conversation, the call recording and the agent's day all live on the same record.

P-01	Built on a live floor	Every feature exists because a real sales floor needed it — not because a roadmap said so.
P-02	Everything connected	Lead → chat → call → deal → payroll hours: one record, no copy-paste between tools.
P-03	Yours completely	Self-hosted on your server with full data ownership — teams, roles and workspaces shaped to your org.

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Pipeline and teamwork, side by side

Leads flow in from your ads, website and WhatsApp; work flows through boards and chat. Everything stays on one record, scoped so each agent sees exactly their own book.

FOR YOUR SALES TEAM

A CRM agents actually use

- ✓ Leads auto-captured from ads, website and WhatsApp
- ✓ Assignment & scoping — each agent sees only their book
- ✓ Lead scoring, deals pipeline and win analytics
- ✓ Supervisors see their own team, not the whole floor
- ✓ Full history — every touch on the lead, timestamped

flowdesk.yourcompany.com/crm

NEW · 24	WORKING · 41	WON · 12
Raja Bilal Meta Ads · PKR 600k	Adeel Arshad Agent 12 · follow-up	Junaid M. account opened
Sana T. WhatsApp	Omar K. call booked 4pm	Hira S. deposit received

LEAD	SCORE	AGENT	STAGE
Raja Bilal	92 · Hot	Agent 04	New
Adeel Arshad	78	Agent 12	Working

FOR THE WHOLE TEAM

Work that moves in one place

- ✓ Task boards and sprints per team or project
- ✓ Team chat — channels, threads, mentions and links
- ✓ Department workspaces with their own permissions
- ✓ Notifications that follow the work, not the noise
- ✓ Hiring pipeline — applicants land straight from your careers site

flowdesk.yourcompany.com/chat

@floor-3 — Supervisor: Fatima, Raja Bilal ka follow-up aaj 4pm hai 👍

On it — call booked, notes lead par laga di hain.

@hr — 2 new applicants moved to interview stage

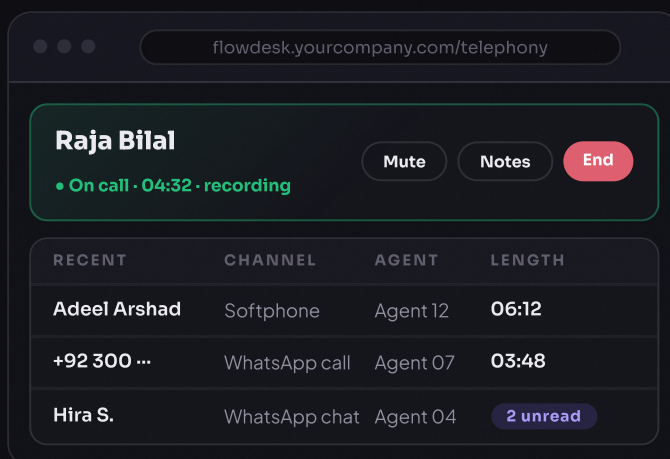
TASK	BOARD	OWNER	DUE
Call top 20 hot leads	Sales · Sprint 14	Agent 04	Today
Interview — CSR batch	Hiring	HR	Tomorrow

The phones and the people, under control

CALLING & WHATSAPP

A call center without the hardware

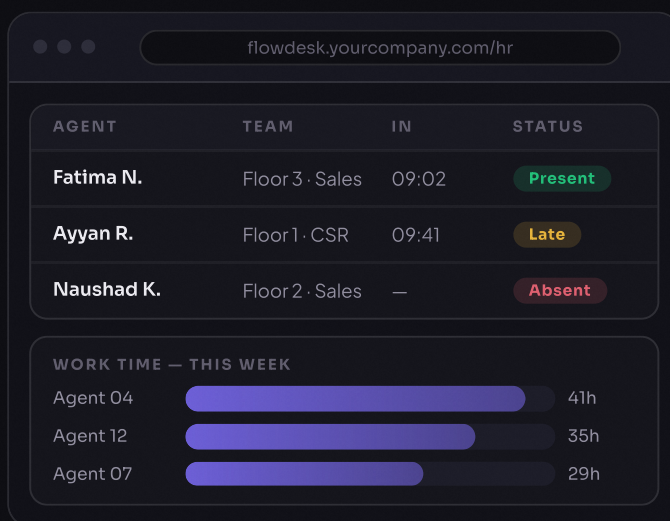
- ✓ Browser softphone — agents call from FlowDesk, no desk phones
- ✓ Call logs and recordings on the client's record
- ✓ WhatsApp inboxes monitored across all your numbers
- ✓ WhatsApp ad-leads routed to agents with instant alerts
- ✓ WhatsApp calls ring straight in the agent's browser



HR & ATTENDANCE

HR that sees the floor

- ✓ Live attendance — who's in, late or absent, floor by floor
- ✓ Work-time reports per agent, per team, per day
- ✓ Org chart, departments and manager mapping
- ✓ Supervisor reports scoped to their own team
- ✓ Named logins for every seat — no shared accounts



Everything an operation needs

Every module ships as standard — no per-feature pricing, no surprise add-ons.

01

CRM & Lead Scoring

Leads, contacts, companies and deals with scoring, history and win analytics.

02

Ad-Lead Capture

Leads from your ads, website and WhatsApp land assigned, with instant agent alerts.

03

Agent Scoping

Every agent sees only their own book; supervisors see only their own team.

04

Tasks & Sprints

Boards, sprints and recurring work per team — due dates that actually chase people.

05

Team Chat

Channels, threads, mentions and link sharing — your floor's conversation, in the workspace.

06

Browser Softphone

Cloud calling from the agent's browser with logs and recordings — no hardware.

07

WhatsApp Suite

Multi-number inbox monitoring, ad-lead routing and WhatsApp calls into the browser.

08

Attendance

Live in/out per floor with late and absent flags — synced to work-time reports.

09

Org Chart & Teams

Departments, managers and floors mapped — the structure your reports follow.

10

Supervisor Reports

Work-time, calls and pipeline per team — scoped to each supervisor automatically.

11

Hiring Pipeline

Applicants flow from your careers site into interview stages with HR notifications.

12

Roles & Workspaces

Department workspaces, granular permissions and named logins for every seat.

One login, every channel

Your numbers, WhatsApp accounts, teams and workflows — wired into one workspace during onboarding.

COMMUNICATION

Team chat

Cloud softphone

WhatsApp Business

Call recordings

WORKFORCE

Attendance

Org chart

Supervisor reports

Hiring pipeline

SALES

Leads & deals

Lead scoring

Ad-lead webhooks

Pipeline analytics

CONTROL

Workspaces

Roles & permissions

Named seat logins

Self-hosted

04.B / THE SIX-TOOL MATH

The usual SaaS stack

chat + CRM + dialer + HR + WhatsApp + tasks

- ✗ \$50–\$90 per seat, per month — forever
- ✗ Six logins, ten tabs, data in silos
- ✗ Copy-paste between tools all day
- ✗ Nobody sees the whole floor in one view

THE SHORTCUT

With FlowDesk

one workspace, everything included

- ✓ One license — every module, every seat
- ✓ One record: lead, chat, call, deal, hours
- ✓ Self-hosted — your server, your data
- ✓ Proven daily on a live 150-agent floor

Your floor, live in weeks

05

01

Discovery & Setup

Workspaces, teams, roles and floors mapped to how your company already works.

02

Comms Wiring

Your numbers, WhatsApp accounts and recordings connected and tested.

03

Data & Training

Leads and staff imported, seat logins issued, supervisors trained on reports.

04

Go-Live & Support

Launch with monitoring, continuous updates and a support line that answers.

Q1 Can we self-host it?

Yes — on your own server with full data ownership, or fully managed by us.

Q2 Does it fit our org structure?

Workspaces per department, roles and permissions per seat, supervisors scoped to their teams.

Q3 Is WhatsApp really integrated?

Yes — multi-number inbox monitoring, ad-lead routing and WhatsApp calls answered in the agent's browser.

Q4 What does it cost?

One license scoped to your team size — every module included. Request a demo, same-day quote.

See it running

Book a demo — we'll walk you through the CRM, chat, calling and HR on a live workspace, then quote the same day.

EMAIL

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WEB

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SCAN TO OPEN
THE LIVE WORKSPACE