



# Stop Reinventing Fixes. Build a Knowledge Engine.

ResolutionFlow gives MSP engineers guided troubleshooting flows, AI-assisted resolution, and auto-generated ticket documentation — so your team resolves faster and never loses tribal knowledge.

## THE PROBLEM

- ✗ Senior techs solve the same issues from memory — juniors start from scratch every time
- ✗ Ticket notes are inconsistent, incomplete, or missing entirely
- ✗ Tribal knowledge walks out the door when people leave
- ✗ No standard process means unpredictable resolution times

## THE RESOLUTIONFLOW SOLUTION

- + Decision-tree Flows capture your best engineers' proven troubleshooting paths
- + AI copilot guides techs step-by-step and suggests next actions in real time
- + Session documentation is auto-generated and pushed straight to your PSA
- + Knowledge Flywheel turns every session into a potential new Flow

## Key Capabilities



### Guided Flows

Build troubleshooting, project, and maintenance flows. Engineers follow proven paths instead of guessing.



### FlowPilot AI

AI copilot rides alongside the engineer — suggests options, explains context, and adapts to the situation.



### Auto Documentation

Every session generates professional ticket notes. Export as Markdown, HTML, PDF, or push directly to your PSA.



### Knowledge Flywheel

AI analyzes completed sessions and proposes new Flows automatically. Your knowledge base grows with every ticket.



### PSA Integration

Link sessions to tickets, pull client context, push notes — all without leaving ResolutionFlow.



### Team & RBAC

Multi-tenant teams with role-based access. Admins, engineers, and viewers — each sees what they need.

## How It Works

1

### Build a Flow

Create decision trees from your team's best troubleshooting processes

2

### Run a Session

Engineer follows the Flow with AI copilot guidance on every step

3

### Auto-Document

Session notes generated and pushed to your PSA ticket automatically

4

### Learn & Improve

AI proposes new Flows from sessions — your knowledge compounds

## INTEGRATIONS & COMPATIBILITY

ConnectWise PSA

Autotask (Coming Soon)

Halo PSA (Coming Soon)

Slack

Teams

Email

PDF / Markdown Export

## See It In Action

Book a 15-minute demo and see how ResolutionFlow transforms your team's troubleshooting

[Visit resolutionflow.com](https://resolutionflow.com)

Free trial available - No credit card required