



ResolutionFlow

Stop Reinventing Fixes. Build a Knowledge Engine.

Guided troubleshooting flows, AI-assisted resolution, and auto-generated ticket documentation for MSP teams.

BUILT FOR MANAGED SERVICE PROVIDERS

Your best engineers' knowledge shouldn't live only in their heads.

Every time a senior tech leaves, tribal knowledge goes with them. Junior engineers waste hours reinventing solutions that already exist. Ticket notes are inconsistent. Resolution times are unpredictable.



Guided Troubleshooting Flows

Turn your best engineers' proven processes into reusable decision trees that anyone on the team can follow.



AI Copilot (FlowPilot)

An AI assistant rides alongside every session, suggesting next steps and adapting to the situation in real time.



Automatic Documentation

Every session generates professional ticket notes and pushes them directly to your PSA. No more writing notes by hand.



Knowledge That Compounds

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

How It Works

1

Build a Flow

Capture your team's troubleshooting processes as decision trees



2

Run a Session

Engineers follow the Flow with AI copilot guidance



3

Auto-Document

Session notes are generated and pushed to your PSA



4

Learn & Improve

AI proposes new Flows from sessions automatically

WORKS WITH: [ConnectWise PSA](#) | [Autotask](#) | [Halo PSA](#) | [Slack](#) | [Teams](#) | [Email](#)

resolutionflow.com

Free trial available — no credit card required