

# Platform28 AgentFlow

## Technical Capabilities One-Pager

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### Guide Every Interaction. Capture Every Detail.

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AgentFlow is Platform28's workflow automation engine built for large government programs and enterprise support teams. It guides agents through complex calls with dynamic forms, policy-driven decision trees, and real-time prompts—while integrating directly with your existing systems or running standalone when needed.

*Used by agencies like Georgia DHS to handle millions of citizen interactions each year.*

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### What AgentFlow Does

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AgentFlow combines workflow automation, guided prompts, and customer records into one workspace.

- Reduce training time
  - Reduce missed steps
  - Improve case consistency
  - Capture clean data automatically
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### Core Technical Capabilities

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#### Workflow Builder

- No-code workflow and application builder
- Rules engine with guided rule creation (AI-assisted features in beta)
- Multi-page workflows and guided processes

#### Integrations and Automation

- Connects to external systems through APIs and web services
- Supports webhooks and event triggers
- Scheduling and queued work management

## Dynamic Forms and Extensibility

- Dynamic forms that show or hide fields based on answers
  - Built-in customer record when you don't have a CRM
  - Optional custom HTML / JS extensions when needed
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## Works With Your Systems — Or Without Them

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AgentFlow integrates with case systems, eligibility systems, CRMs, and databases.

But when an agency or enterprise doesn't have a modern CRM, AgentFlow provides:

- Customer search
- Interaction history
- Case notes
- Custom fields

All inside the agent workspace.

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## Built for Real Contact Center Operations

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AgentFlow supports real production needs:

- Customer intake and eligibility workflows
- Policy-driven decision trees
- Compliance scripting and required disclosures
- Case documentation and follow-up workflows
- Escalation routing and approvals

From simple intake forms to multi-step government processes, AgentFlow handles it.

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## Why Platform28 Built AgentFlow

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Most CCaaS vendors require separate tools for workflow automation, scripting, or customer records.

Platform28 includes AgentFlow because statewide programs and enterprise support teams need:

- One system agents can trust
  - Consistent data capture across thousands of calls
  - Flexible workflows without developers
  - Direct partnership when requirements change
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## Platform28 Advantage

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- Included with Platform28 Enterprise plans
  - Works inside the Unified Agent Workspace
  - Runs standalone when needed
  - Designed for large-scale government and enterprise programs
  - Built with direct input from agencies handling millions of calls
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## AI-Assisted Features

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AgentFlow includes optional AI-assisted rule creation tools that help administrators define workflows faster. These features are currently in beta and available by request.

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## See AgentFlow in Action

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Request a personalized demo to see how AgentFlow can guide DFCS, Medicaid, DMV, and enterprise support calls in your organization.

**Request a Demo:** [platform28.com/demo](https://platform28.com/demo)

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*Platform28 — Enterprise Contact Center Platform for Government and Enterprise*