

TechFlow Solutions

Complete Company Dataset & Documentation

Company Overview

Company Name: TechFlow Solutions

Founded: 2018

Headquarters: Austin, Texas

Industry: Cloud-based Project Management Software

Employees: 450

Main Product: FlowDesk - An all-in-one project management and collaboration platform

Product Documentation

FlowDesk Platform Overview

FlowDesk is a comprehensive project management solution designed for teams of 5-500 people. Our platform combines task

management, time tracking, document collaboration, and team communication in one unified interface.

Key Features:

Kanban and Gantt chart views

Real-time collaboration

Automated workflow triggers

Integrated time tracking

Custom reporting and analytics

Mobile apps for iOS and Android

Third-party integrations (Slack, Google Workspace, Microsoft 365)

Pricing Tiers:

Plan Price Features

Starter Plan \$12/user/month Up to 10 users, basic features

Professional Plan \$24/user/month Unlimited users, advanced features, priority support

Enterprise Plan Custom pricing Dedicated support, SSO, API access, custom integrations

Frequently Asked Questions (FAQs)

Account & Billing

Q: How do I upgrade my plan?

A: Navigate to Settings > Billing > Change Plan. Select your desired plan and confirm payment details. The upgrade

takes effect immediately, and you'll be prorated for the current billing cycle.

Q: What payment methods do you accept?

A: We accept all major credit cards (Visa, Mastercard, Amex, Discover), PayPal, and ACH transfers for Enterprise

customers. Annual subscriptions receive a 15% discount.

Q: Can I cancel anytime?

A: Yes, you can cancel your subscription at any time. Your access will continue until the end of your current billing

period. No refunds are provided for partial months.

Q: Do you offer educational discounts?

A: Yes! We offer 40% off for verified educational institutions and non-profit organizations. Contact sales@techflowsolutions.com with documentation.

Technical Support

Q: What browsers are supported?

A: FlowDesk works best on Chrome (v90+), Firefox (v88+), Safari (v14+), and Edge (v90+). Internet Explorer is not

supported.

Q: How do I reset my password?

A: Click "Forgot Password" on the login page, enter your email, and follow the reset link sent to your inbox. Links expire

after 24 hours.

Q: Can I import data from other tools?

A: Yes! We support imports from Asana, Trello, Monday.com, and Jira. Go to Settings > Import Data and select your

source platform. The process typically takes 15-30 minutes depending on data volume.

Q: What's your uptime guarantee?

A: We guarantee 99.9% uptime for Professional and Enterprise plans. We publish our status at status.techflowsolutions.com.

Features & Usage

Q: How many projects can I create?

A: Starter plans can create up to 25 projects. Professional and Enterprise plans have unlimited projects.

Q: What's the file storage limit?

A: Starter: 10GB per workspace, Professional: 100GB per workspace, Enterprise: 1TB per workspace.
Individual file

uploads are limited to 100MB.

Q: Can I use FlowDesk offline?

A: Our mobile apps support offline mode. Changes sync automatically when you reconnect. The web version requires an

internet connection.

Q: How do I add external collaborators?

A: Go to Project Settings > Members > Invite Guest. Guests have view-only access by default unless you grant edit

permissions. Guests don't count toward your user limit.

Knowledge Base Articles

Setting Up Your First Project

Last Updated: September 15, 2024

Creating your first project in FlowDesk is simple:

1. Click the "+" button in the top navigation bar
2. Select "New Project"
3. Enter a project name and description
4. Choose a template or start from scratch
5. Invite team members
6. Start adding tasks!

Pro Tip: Use our templates to save time. We offer templates for software development sprints, marketing campaigns,

event planning, and more.

Troubleshooting Login Issues

Last Updated: October 1, 2024

If you're having trouble logging in:

1. Clear your browser cache and cookies - Old session data can cause conflicts
2. Check your email and password - Ensure caps lock is off
3. Try password reset - Click "Forgot Password" to receive a reset link
4. Disable browser extensions - Some extensions interfere with our login flow
5. Check our status page - Visit status.techflowsolutions.com for ongoing incidents

If problems persist, contact support@techflowsolutions.com with your account email and a screenshot of any error

messages.

Automating Workflows with Triggers

Last Updated: August 22, 2024

FlowDesk's automation engine lets you create "if-this-then-that" rules for your projects.

Common Automation Examples:

When a task is marked complete → Send notification to project manager

When a task is overdue → Change priority to "High" and assign to supervisor

When a file is uploaded → Create a review task for the quality team

When a task moves to "In Review" → Start a 48-hour countdown timer

Setting Up an Automation:

1. Navigate to Project Settings > Automations
2. Click "Create New Rule"
3. Define your trigger condition
4. Define your action(s)
5. Test the automation
6. Activate the rule

Note: Automations are only available on Professional and Enterprise plans.

Company Policies

Return & Refund Policy

Effective Date: January 1, 2024

Software Subscription Refunds

As FlowDesk is a software-as-a-service product, we do not offer refunds for subscription fees. However, we do offer:

7-day free trial - Test all features before committing

Cancel anytime - No long-term contracts required

Downgrade option - Switch to a lower tier at the end of your billing cycle

Hardware (Enterprise Customers Only)

Some Enterprise customers purchase dedicated hardware appliances. These are eligible for return within 30 days of

delivery if:

The product is unopened and in original packaging

Return is initiated via enterprise-support@techflowsolutions.com

A 15% restocking fee applies

Exceptions

We may issue refunds on a case-by-case basis for:

Technical issues preventing product usage (after attempting troubleshooting)

Duplicate charges or billing errors

Service outages exceeding our SLA commitments

Contact billing@techflowsolutions.com to request a refund review.

Shipping Policy

Effective Date: January 1, 2024

Digital Product Delivery

FlowDesk is a cloud-based platform with instant access upon registration. No shipping required.

Enterprise Hardware (When Applicable)

For Enterprise customers purchasing optional hardware:

Domestic Shipping (US):

Standard: 5-7 business days (Free)

Expedited: 2-3 business days (\$49)

Overnight: 1 business day (\$129)

International Shipping:

Canada: 7-10 business days (\$29)

Europe: 10-15 business days (\$79)

Asia-Pacific: 12-18 business days (\$99)

Tracking: All shipments include tracking numbers sent via email.

PO Box Restrictions: Hardware cannot be shipped to PO Boxes. Physical addresses only.

Privacy Policy Summary

TechFlow Solutions is committed to protecting your data:

We collect only necessary information (email, name, usage data)

We never sell your data to third parties

We use industry-standard encryption (AES-256)

Data is stored in SOC 2 Type II certified data centers

You can export or delete your data at any time

Full privacy policy available at techflowsolutions.com/privacy

Terms of Service Summary

By using FlowDesk, you agree to:

Use the service lawfully and responsibly

Not share your account credentials

Not attempt to breach security measures

Not use the service to store illegal content

Accept our uptime guarantees and limitation of liability

Full terms available at techflowsolutions.com/terms

Data Retention Policy

Active account data: Retained indefinitely while account is active

Deleted account data: Purged after 30 days

Backup data: Retained for 90 days for recovery purposes

Billing records: Retained for 7 years for tax compliance

Support Contact Information

Customer Support Hours

Email: support@techflowsolutions.com (24/7)

Live Chat: Available on website (Mon-Fri 8AM-8PM CT)

Phone: +1-512-555-0100 (Mon-Fri 9AM-6PM CT)

Response Time SLAs

Starter Plan: 48 business hours

Professional Plan: 24 business hours

Enterprise Plan: 4 hours (Critical issues: 1 hour)

Other Contacts

Sales: sales@techflowsolutions.com

Billing: billing@techflowsolutions.com

Partnership Inquiries: partners@techflowsolutions.com

Press/Media: press@techflowsolutions.com

Mailing Address

TechFlow Solutions Inc.

1234 Innovation Drive, Suite 500

Austin, TX 78701

United States

Product Changelog

Version 4.2.0 (September 2024)

Added dark mode support

Improved mobile app performance (40% faster loading)

New integration: Salesforce CRM

Bug fix: Calendar sync issues resolved

Enhanced security: Added 2FA support

Version 4.1.0 (July 2024)

Introduced AI-powered task suggestions

Custom dashboard widgets

Bulk task editing

Improved search functionality with filters

New language support: Spanish, French, German

Version 4.0.0 (May 2024)

Complete UI redesign for better usability

Real-time collaboration improvements

New reporting engine with 20+ templates

API v3 launched with webhooks support

Video conferencing integration (Zoom, Teams)

Common Error Messages & Solutions

"Unable to connect to server"

Cause: Network connectivity issue or server maintenance

Solution: Check your internet connection and visit status.techflowsolutions.com. If the service is operational, try clearing

cache or using a different network.

"File upload failed"

Cause: File too large or unsupported format

Solution: Ensure file is under 100MB and in a supported format (PDF, DOC, XLS, PNG, JPG, etc.). Try compressing the

file.

"Permission denied"

Cause: Insufficient access rights for the action

Solution: Contact your workspace admin to request appropriate permissions for the project or task.

"Session expired"

Cause: Inactivity for more than 24 hours

Solution: Log in again. Enable "Remember Me" for longer sessions (up to 30 days).

"Payment declined"

Cause: Issue with payment method

Solution: Verify card details, ensure sufficient funds, contact your bank, or try an alternate payment method.

Integration Documentation

Slack Integration

Connect FlowDesk with Slack to receive project updates in your channels.

Setup Steps:

1. Go to Settings > Integrations > Slack
2. Click "Connect to Slack"
3. Authorize FlowDesk in Slack
4. Select which projects send notifications
5. Choose your notification preferences

Available Commands:

/flowdesk create task [task name] - Create a new task

/flowdesk my tasks - View your assigned tasks

/flowdesk report - Generate a status report

Google Workspace Integration

Sync your Google Calendar and Drive with FlowDesk.

Features:

Two-way calendar sync for deadlines

Attach Google Drive files to tasks

Use Google login for authentication

Export reports to Google Sheets

Setup: Settings > Integrations > Google Workspace > Authorize

API Access

Enterprise customers can access our REST API for custom integrations.

Base URL: <https://api.techflowsolutions.com/v3/>

Authentication: Bearer token (OAuth 2.0)

Rate Limits: 1000 requests/hour

Documentation: developers.techflowsolutions.com

Troubleshooting Guide

Mobile App Issues

App crashes on startup:

1. Force close and restart the app
2. Check for app updates in App Store/Play Store

3. Reinstall the app
4. Contact support if issue persists

Sync issues:

1. Pull down to manually refresh
2. Check internet connection
3. Log out and log back in
4. Verify you're on the latest app version

Performance Issues

Slow loading times:

1. Clear browser cache
2. Disable unnecessary browser extensions
3. Check your internet speed (minimum 5 Mbps recommended)
4. Try a different browser
5. Close other tabs/applications

Large projects loading slowly:

Archive completed tasks

Split into smaller sub-projects

Use filters to view specific task subsets

Contact support for project optimization advice

Security & Compliance

Security Measures

Encryption: AES-256 encryption at rest, TLS 1.3 in transit

Authentication: SSO support (SAML 2.0), 2FA available

Infrastructure: AWS hosting with redundancy across multiple regions

Backups: Automated daily backups with point-in-time recovery

Access Control: Role-based permissions with audit logging

Compliance Certifications

SOC 2 Type II Certified

GDPR Compliant

CCPA Compliant

HIPAA Available (Enterprise only)

ISO 27001 Certified

Data Residency

US Customers: Data stored in US-East and US-West regions

EU Customers: Data stored in EU-Central region (Frankfurt)

Custom regions available for Enterprise customers

Training Resources

Getting Started Videos

Introduction to FlowDesk (8 min)

Creating Your First Project (12 min)

Team Collaboration Best Practices (15 min)

Advanced Reporting (20 min)

Available at: learn.techflowsolutions.com/videos

Live Webinars

Weekly "Office Hours" - Every Tuesday at 2PM CT

Monthly "Advanced Features" workshop

Quarterly "Admin Training" for workspace managers

Register at: techflowsolutions.com/webinars

Certification Program

Become a FlowDesk Certified User:

Online course (4 hours)

Hands-on exercises

Final assessment