# How NocTel and Flow Work Together

## Overview

Flow is an extension of NocTel that provides all of the tools that a contact center needs integrated with an easy to use web interface. NocTel accepts the initial call and auto attendant information input received from the caller (IVRs) determines which Flow Queue the call should be placed until an agent is available. NocTel handles directing calls and connecting devices while Flow manages Agents, Agent Skills, Queuing Logic, Reporting, and CRM integration.
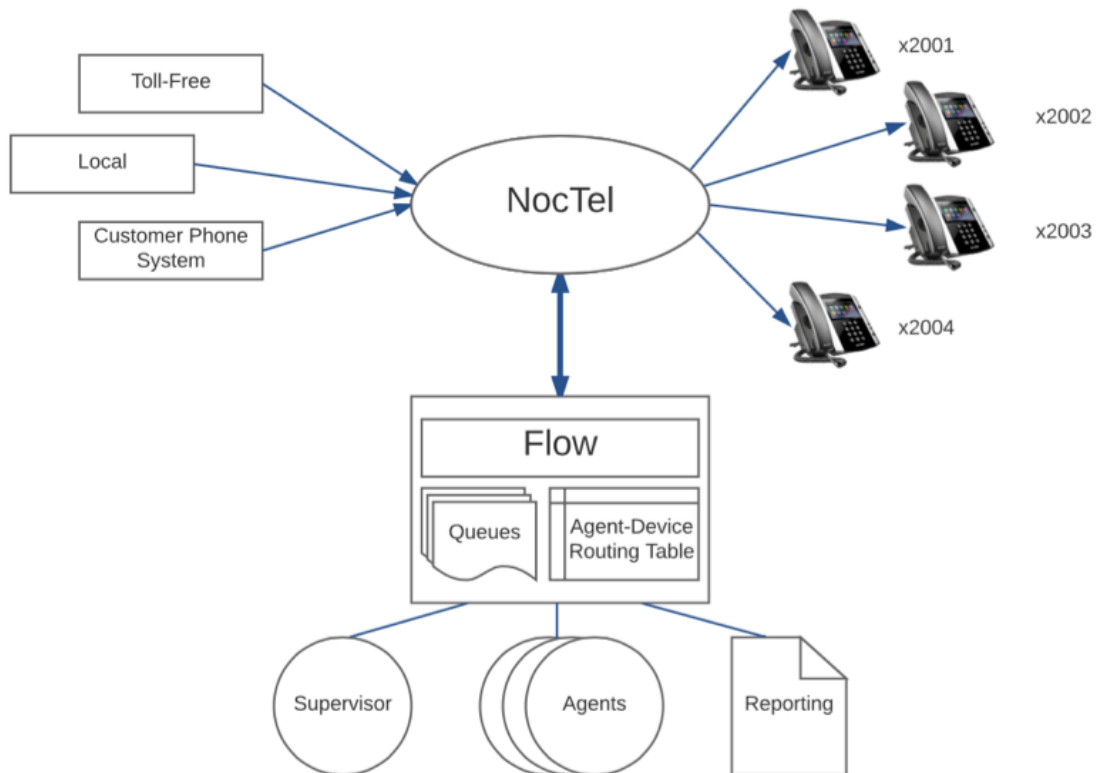


*high-level overview of the interaction between NocTel and Flow*
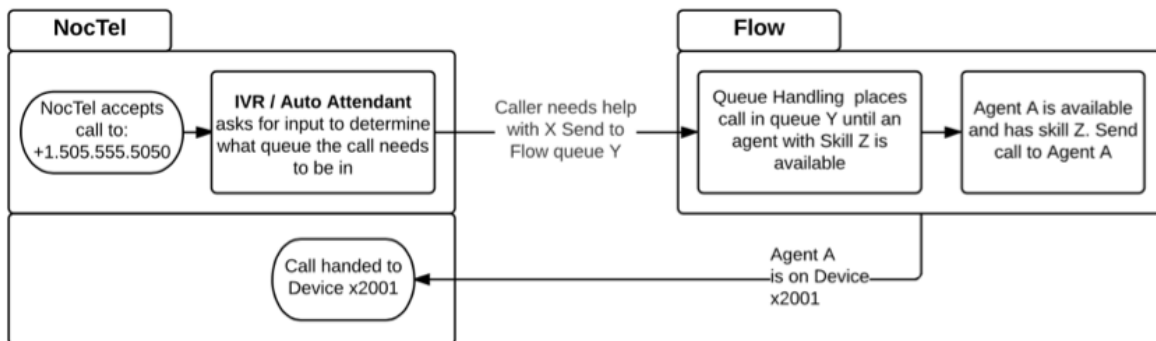


*Example of a single call progression between NocTel and Flow*

## Using NocTel IVRs to Deliver Flow Calls

Calls are sent to Flow from NocTel with a phone number associated to it via a SIP trunk. This phone number does not need to be the number that the caller dialed, but a number assigned to the call using the NocTel SIP trunk target function. Using IVR creation tools that are within NocTel, the call can progress through a menu of options, and based on the options the call is then directed to a phone number that will be used to associated it with a Queue in Flow. When Flow looks at the call's associated phone number, it uses the information in the account to direct the call into a Queue.

# Related articles

- User Type Overview
- Agent Dashboard Overview
- Supervisor Home Overview
- Skills and Proficiency
- Call Priority and Escalation