thread

MAGIC AGENT BUILDER

Grow your clients, *not your headcount.*

Thread's Agent Builder takes the repetitive admin off every ticket, so technicians spend their time on billable work and your service stays consistent on every shift.

THE PROBLEM

Every ticket carries work nobody bills for. *Agents can carry it instead.*

Admin eats margin
Routing, QA, dedupe and time entry on every single ticket.

Checks get skipped
Closure QA only happens when someone remembers.

Quality depends on the shift
Standards drift with whoever is working.

Flow prompts written blind
No library, no test, no idea why it didn't fire.

Growth means hiring
More clients, more tickets, more techs.

HOW IT WORKS

Set the trigger. Approve the tools. *It runs.*

1 Set the trigger
Pick the board, status or client the agent watches. Start with one board and widen once you trust the output.
Start narrow, scale when ready.

2 Describe the job
Write it in plain English, start from ~700 pre-built agents in the Skill Library, or ask Super Magic to build it for you.
No code, no flows to wire.

3 It runs
Test it on a real ticket, then it fires on every match, unattended, with every run traced back to its ticket.
Every matching ticket, every time.

PROOF: ACROSS THREAD PARTNERS, LAST 90 DAYS

Unattended agent work grew from 24% to 64% of activity, *in one quarter.*

41x
growth in unattended agent runs in 90 days

15,938
runs from just 7 agents at Atlantic Tomorrow's Office, 99.8% unattended

26,688
agent runs at First Focus IT, 99% with no technician involved

~700
pre-built agents to start from, built by MSPs like you

CONTROL

Autonomy, with *a hand on the brake.*

- **Opt-in write access.** Every action is approved tool by tool.
- **Destructive actions blocked.** Reboots and runbooks always need a person.
- **Every run traced.** See the reasoning and whether it fired.
- **Runs as a real teammate.** Every action tied to a person and a ticket.

THE VALUE

Hours back from *the first agent.*

1 hr → 5 min
daily contact assignment at one partner, two weeks after its first agent went live

Every ticket
gets the same QA, routing and escalation, without anyone remembering to run it

Part of AI Pro. Works with ConnectWise, Autotask and other PSAs, plus IT Glue and Hudu.

See it running on *tickets like yours.*

Book a demo