thread

AUTO-DISPATCH

# Dispatch *without a dispatcher.*

Thread's AI agent that assigns every ticket to the right available tech, by team, workload and real schedule.

THE PROBLEM

## Someone is playing traffic cop. *It never bills an hour.*

**Calendar guessing**
Someone checks who's at lunch before every handoff.

**A role that never bills**
At a larger MSP, dispatch is a $60K+ seat.

**Leaders in the queue**
Owners hand out tickets instead of growing the MSP.

**Cherry-picking**
The easy tickets go first. The hard ones wait.

**Uneven workload**
The loudest tech gets the next ticket, not the freest.

HOW IT WORKS

## Triaged. Scoped. *Assigned.*

**1 Triage hands off**
Thread's Triage Agent tags and prioritizes the ticket. Auto-Dispatch picks it up from there.
**One flow, start to finish.**

**2 Scope matches**
Your rules map each inbox team to the client types, ticket types and priorities it owns.
**Rules, not guesswork.**

**3 The right tech gets it**
It goes to the best-fit tech who's in and has room, based on Outlook hours and current load.
**Nobody watches the queue.**

**Auto-Dispatch** is included in every Thread package from Essentials up. Works with ConnectWise, Autotask and HaloPSA.

THE MATH ON MANUAL DISPATCH

## A dispatcher is a salary. *Auto-Dispatch comes with Thread.*

**$60K+**
a year for a dispatcher role that never bills an hour

**Day 1**
tickets assigned on your rules, with no AI to train first

**5 min**
to set up Next Ticket for your desk

**0**
per-action credits or separate dispatch bots to pay for

CONTROL

## Your desk, *your rules.*

- **Team scope.** Client types, ticket types and priorities.
- **Real schedules.** Outlook hours, lunches and vacation blocks.
- **Manual toggle.** Plans change? Availability stays honest.
- **Fair by default.** Real capacity decides who's next.
- **PSA aware.** Routes on your ticket types and subtypes.
- **Opt-in.** Nothing changes until you set your scope.

TWO WAYS TO DISPATCH

## Push it or pull it. *Your call.*

**Auto Assign**
pushes every ticket to the best-fit tech the moment it lands

**Next Ticket**
lets techs pull the highest-scoring ticket in the queue with one click

**Ranked by priority, VIP contacts and key accounts.** No grabbing the easy ones first.

## Get your leaders *out of the queue.*

Book a demo