thread

THREAD VERIFY

# Verify the person, *not the voice.*

One-click identity verification for MSP help desks, with the proof logged on every ticket.

## THE PROBLEM

### "I know that voice." *That's the problem.*

**Anyone can call**
Any number, any name, any story.

**Voices can be faked**
Spoofed and cloned voices sound real.

**Name checks fail**
Know a name and employer, and you pass.

**Your desk holds the keys**
Attackers know it, and aim there.

**No proof on file**
Who approved that reset? Good question.

## HOW IT WORKS

### Click it. Confirm it. *Prove it.*

**1 Click**
A tech sends a check from Inbox or the PSA pod, without leaving the ticket.
**One click, in the ticket.**

**2 Confirm**
The contact taps Approve in Microsoft Authenticator, or taps a one-tap SMS verification link, on their own phone.
**Their device, their answer.**

**3 Logged**
Pass or fail, the request and the result are recorded on the ticket.
**Proof, every time.**

## PROOF: TWO MONTHS IN BETA

### Shaped with MSP partners. *Live for everyone now.*

**~40**
MSP partners in the beta

**2**
ways to verify: Authenticator or SMS link

**1**
click to send a check from the ticket

**$0**
added cost in AI Essentials and AI Pro

## CONTROL

### Security, *without the friction.*

- **Authenticator.** Microsoft Approve/Deny push.
- **Per tenant.** Connect each client's Microsoft tenant.
- **Built in.** No second app for your techs.
- **SMS verification link.** One tap, for contacts without Authenticator.
- **Audit log.** Every request and result, on the ticket.
- **No add-on.** Included in AI Essentials and AI Pro.

## WHERE IT FITS

### The checkpoint for *no-touch resolution.*

**Verify**
confirms who's asking, on their own phone

**Automagically**
does the work, safely, end to end

**Sensitive requests, ready to automate.** Voice Agent takes the call, Triage Agent understands it, Verify confirms the person.

## Know who's calling. *Before you act.*

Book a demo