thread

VOICE AI

Every call, *a finished ticket.*

Thread's AI phone agent for inbound, outbound and on-call.

THE PROBLEM

Every call ends in work. *Most of it by hand.*

Voicemail tickets
Someone listens, retypes and guesses at the context.

Notes after every call
10 to 20 minutes of write-up once the call ends.

Techs avoid the phone
Outbound calls get skipped because of the notes.

After-hours answering
Services that don't know your clients get names wrong.

Paging tool sprawl
A separate tool, and bill, to wake your on-call tech.

HOW IT WORKS

Inbound. Outbound. *On call.*

1 Inbound

Picks up when your team can't, in overflow or after hours. Knows the caller and their open ticket.

No voicemail. No repeating.

2 Outbound

Techs click to call from the ticket. Transcript, time entry and client recap email are done at hang-up.

Talk, don't type.

3 On call

A P1 after hours? Voice On Call phones the right engineer and escalates until someone accepts.

Retire the paging tool.

WHAT PARTNERS ARE SAYING

> "It's been a game-changer for our team, streamlining communication and ticket management *in one place.*"

Max Hyman
Director of Continuous Improvement, GadellNet

GadellNet

Less gathering. *More fixing.*

Thread Voice AI captures call conversations, generates structured summaries, and automatically updates tickets with accurate notes. Urgent issues can be flagged immediately while routine requests are documented clearly, allowing technicians to focus on resolving problems rather than gathering information.

Works with any phone system, plus **ConnectWise, Autotask and HaloPSA.**

Your clients, *your call on how much AI.*

- **Minimal mode.** Listens and documents, never speaks.
- **Escalation words.** Ask for a person, get one.
- **Urgent flags.** Surfaced in real time.
- **Overflow only.** Answers only when no one can.
- **Knows your clients.** Maps the caller and open ticket.
- **Full record.** Transcript on every ticket.

Hear it answer *your own calls.*

Book a demo