thread

XLAs · EXPERIENCE LEVEL AGREEMENTS

Manage to the experience, *not contracts.*

Live response and resolution timers by client, priority and channel, with alerts before a ticket slips. Your contract SLAs stay exactly as they are.

THE PROBLEM

The report says compliant. *The client says otherwise.*

One clock, every channel
A P3 chat waits as long as a P3 email.

Worst-case targets
Contracts cover the bad day, not the everyday.

News after the miss
The breach shows up once the client has escalated.

Clocks that start late
Timers start at pickup, not when the client reached out.

Buried alerts
Expiring-SLA emails get lost in the inbox.

HOW IT WORKS

Set it. Watch it. *Step in early.*

1 Build a profile
Apply it by board, client, VIP contact, agreement or territory. Set response and resolution targets by priority.
Most specific wins.

2 Match the channel
Override targets for phone, email, chat and portal. A Teams chat gets 20 minutes. Email keeps 4 hours.
A chat feels like a chat.

3 Alert before the breach
Inbox sorts tickets by risk. Flows ping Slack or Teams at the percentage of time left that you choose.
Time to step in.

XLAs are included with Thread at no extra cost. One model on top of ConnectWise, Autotask and Halo.

EXAMPLE: A LOCKED-OUT USER STARTS A CHAT

One contract. *A clock that fits how they reached out.*

4 hr
response the contract allows on a P3

20 min
chat XLA the MSP sets instead

20%
time left when the Teams alert fires

12 min
to pickup. The client felt the difference.

CONTROL

Your contract, *untouched.*

- **Separate from your PSA.** Contract SLAs and reports stay as they are.
- **Smart pauses.** Waiting on Customer stops the clock.
- **VIP tiers.** Stack VIP profiles over a standard catch-all.
- **Fair clocks.** Business hours, holidays and custom closures.
- **Auto stop.** A customer-facing reply ends the response timer.
- **Built-in report.** Response and resolution, ready for the QBR.

WHERE YOUR TEAM SEES IT

Risk you can *see coming.*

Inbox
a live countdown on every ticket, grouped Breached, High, Moderate and Low

Slack & Teams
warnings at the threshold you pick, where your team already works

No math. No PSA tab. Techs see exactly how much time is left, right inside the ticket.

Hit the contract. *Win the customer.*

Book a demo