

**thread**

Welcome to Thread! 🧵



## Quick Setup


# Before we Lift Off...



You should have already completed the Quick Setup where you

1. **Setup your Workspace**
2. **Integrated your PSA & Collaboration Software (Slack or Teams)**
3. **Invited your team into Thread**

*If not, **no worries!** Follow along today and catch up with our recording after.*

 Thread Help Center

● All Systems Operational [Contact](#)

[All Categories](#) > [Getting Started](#) > [Quick Setup Guide](#)

### Getting Started

To share with your customers

Use cases

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[Quick Setup Guide](#)

## Quick Setup Guide



Updated 2 days ago by Stephen Boss



## Our Goals for Today!



1. *Brand your customer experience*
2. *Create your first service collaboration channel & flow*
3. ✨ *Try out your first real-time chat*
4. ⚡ *Leverage thread and real-time service collaboration to resolve a thread lightning fast, delighting the customer!*



# Let's Go!

Navigate to <https://inbox.getthread.com>



Captain Morgan



 A sneak peek at what's next...

Captain Morgan



## Our Goals for the Cohort


























1. To teach you **how to manage chat as a channel** and **help you successfully deploy Thread to your first 5 customers.**
2. To show you how **service collaboration** and offering support in the context **where your customers work** will help you **resolve issues faster** and **delight your customers.**




# Coming up this Cohort




	
 <b>Getting Started with Thread</b> Brand your customer experience and try out <b>your first chat!</b> Learn how to resolve requests lightning fast!	 <b>Let's chat about chat and channels!</b> Learn everything you need to know about chat and level up your service game with automation.
Week 1	
 Tuesday @ 3 PM ET	 Thursday @ 3 PM ET
 <b>Service Manager</b>  <b>Internal Admin</b> ★ Champion*	 <b>Service Manager</b>  Internal Admin* ★ Champion*  Communications Lead*
✓ <b>What we'll cover</b> <ul style="list-style-type: none"><li>• Brand Customer Experience</li><li>• Setup First Chat Flow!</li><li>• ⚡ Try out first chat!</li><li>• ⚡ Lightning fast resolution with service collaboration!</li></ul>	✓ <b>What we'll cover</b> <ul style="list-style-type: none"><li>• Everything about Thread chat</li><li>• Map your workflows to Channel</li><li>• ⚡ Handle a thread in Inbox!</li><li>• Connect a channel to Teams/Slack</li><li>• ⚡ Handle a thread in Teams!</li></ul>


	
 <b>Customer Deployments!</b> Learn about the different chat options and how to communicate & deploy Thread to your customers.	 <b>Service Collaboration Training!</b> Train your service team and managers on how to use Thread to deliver service magic to your customers.
Week 2	
 Tuesday @ 3 PM ET	 Thursday @ 3 PM ET
 <b>Service Manager</b>  <b>Deployment Lead</b>  Communications Lead	 <b>Service Manager</b>  <b>Service Tech</b> ★ Champion*  Communications Lead*
✓ <b>What we'll cover</b> <ul style="list-style-type: none"><li>• 🚀 Customer Deployment Plan</li><li>• 🚀 Roll out Thread Chat Internally</li><li>• ⚡ Handle first internal support chat!</li><li>• Deployment options</li></ul>	✓ <b>What we'll cover</b> <ul style="list-style-type: none"><li>• How customers chat with you</li><li>• How to respond to threads in Inbox</li><li>• 🚀 Roll out Thread to Pilot group</li><li>• ⚡ Handle first customer support chat!</li></ul>


★ **Champion** - Your executive champion for Thread

 **Service Manager** - Your service org leader(s)

 **Service Tech** - Your service techs

 **Internal Admin** - Your Thread, PSA and Teams/Slack admin

 **Communications Lead** - Your comms lead, who will communicate with your customers about Thread

 **Deployment Lead** - Your deployment lead, who will deploy Thread to your customers, e.g. Teams, Slack, Desktop, etc.

\* Attendance optional, but recommended



## Questions



# For Resources, Visit our Cohort Hub

- Scheduling Links
- Cohort Recordings
- Power points
- Tasks & Checklists

The screenshot shows the Thread Help Center interface. At the top, there's a green header with the Thread logo, 'Thread Help Center', a search bar, and status links 'All Systems Operational' and 'Contact'. Below the header, a breadcrumb trail reads: 'All Categories > Getting Started > Getting Started Webinars > Scheduled Cohorts > March 6-17 Cohort'. On the left is a sidebar menu with categories: 'Getting Started', 'Getting Started Webinars', 'Scheduled Cohorts', 'March 6-17 Cohort' (highlighted), '1. Onboarding Webinar - Getting Started', '0. Guided Onboarding', 'To share with your customers', 'Use cases', 'Getting Started with Thread', 'Messenger', 'Inbox', 'Integrations', 'Security', and 'Frequently asked questions'. The main content area is titled 'March 6-17 Cohort' and includes a sub-header 'Updated 22 hours ago by Stephen Boss'. The text says: 'This is your hub for the March 6 - March 17 Cohort. Find links to join our scheduled roundtable calls and recordings from past sessions here.' Below this is a 'Cohort Sessions' section with a link to 'Let's Get Started Page' and a 'Register Here' button. The 'Week 1' section features 'Thread Onboarding 1 - Getting Started', a note that the session has happened, a recording link, a 'Click Here for a Recap and Tasks' button, and a list of details: 'What? Introduction to Thread', 'Where? https://us06web.zoom.us/j/84019224004', 'When? March 6, 2023, 3 PM - 4 PM EST', and 'Add to Calendar: Office 365, Google Calendar'. At the bottom, it says 'Open Q&A Series'.

 docs.getthread.com > Getting Started > [Getting Started Cohort Hub](#)





# Questions



Visit our knowledge base at [docs.getthread.com](https://docs.getthread.com)



Chat with us at [help.getthread.com](https://help.getthread.com)



[Check our Calendar](#) to join our Open Q&A sessions



Book a 1-on-1 at [getthread.com/meetings/sboss](https://getthread.com/meetings/sboss)