thread

Welcome to Thread!



Quick Setup

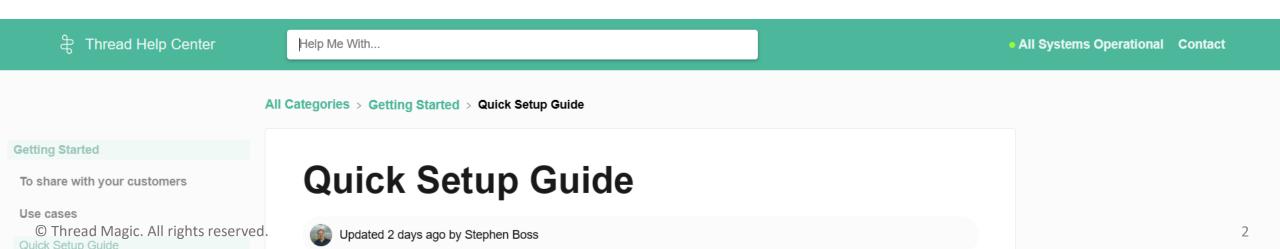


Before we Lift Off...

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.





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





Let's Go! 2

Navigate to https://inbox.getthread.com

Captain Morgan





A sneak peek at what's next...

Captain Morgan



Our Goals for the Cohort



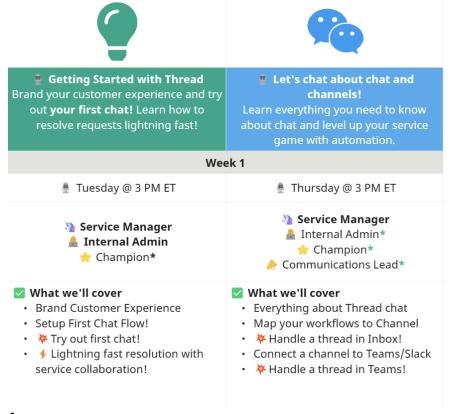
- 1. To teach you how to manage chat as a channel and help you successfully deploy

 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







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

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

Champion - Your executive champion for Thread

Service Manager - Your service org leader(s)

^{*} Attendance optional, but recommended

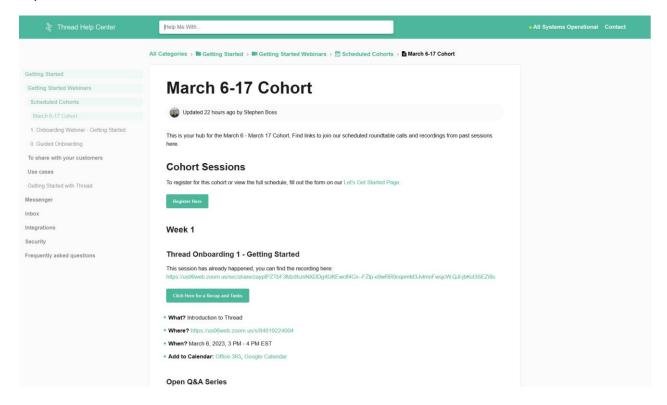


Questions



For Resources, Visit our Cohort Hub

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





docs.getthread.com > Getting Started > Getting Started Cohort Hub



Questions

- ② Visit our knowledge base at docs.getthread.com
- Chat with us at help.getthread.com
- Check our Calendar to join our Open Q&A sessions
- Book a 1-on-1 at getthread.com/meetings/sboss