ToolGPA

NOVEMBER 2026

Thunai

The Insider's Guide

AI voice, chat and email agents plus live assist for contact centers



Every plan, grade, refund rule and rival among AI agents, read from Thunai's own pages.

Made by Thunai · checked Nov 13, 2026 · toolgpa.com

1.8
GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Thunai's own pages, its app-store listings and our grades. Every fact in it is on Thunai's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 30 of the 178 other AI agents we grade

Thunai is an enterprise customer experience platform that puts AI agents on voice, chat and email, and gives human agents live suggestions during conversations. It also covers call scoring, multilingual voice translation and automated post-call work such as summaries and CRM updates. Pricing is quoted through a demo request.

To get you started, here are **7 things to know about Thunai**, taken from its own pages and our grades.

> **Prices are only quoted after a demo and the pages show no self-serve plan.**
>
> From our report card of Thunai

1 **Best for AI agents for contact centres**

Thunai puts AI agents on voice, chat and email and gives human agents live suggestions during calls, with call scoring and translation.

2 **It runs on 3 platforms**

Web, macOS and Windows.

3 **Real-time live agent assist**

Surfaces answers and knowledge to a human agent during a call or chat instead of making them search mid-conversation.

4 **Omnichannel AI agents**

AI agents handle voice, chat and email requests, and an email agent can answer, route and follow up on messages.

5 **Autonomous workflows**

Writes call summaries, updates CRM records and assigns follow-ups after an interaction.

6 **A 1.8 GPA, above 30 of 178**

That is against the other AI agents we grade, on value, the free plan, features, ease of use and platforms.

7 **Keep it**

To replace Thunai you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

Thunai at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web, macOS, Windows
MADE BY Thunai	CATEGORY AI Agents
OUR GRADE 1.8 GPA, weak	

The report card

Best for AI agents for contact centres

Thunai puts AI agents on voice, chat and email and gives human agents live suggestions during calls, with call scoring and translation. Prices are only

quoted after a demo and the pages show no self-serve plan.

TOOLGPA REPORT CARD	Thunai	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	No price is published; the pricing page redirects to a demo request.
Free plan and trial	F	No free plan or trial. There is no self-serve signup on the pages read.
Features	C	Voice, chat and email agents, live agent assist, call scoring and translation. Pages are aimed at enterprises, and the platform list is thin.
Ease of use	C	No rating on record. It connects to contact-centre tools like Genesys and Amazon Connect, which takes setup.
Platforms and integrations	B	Web platform plus the Thunai Edge desktop app for Windows and Mac, with Genesys, ServiceNow, RingCentral and Salesforce links. No phone app listed.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Thunai is for

- ✓ Fits if you run a large contact centre on Genesys, Amazon Connect or RingCentral
- ✓ Works for teams that want live prompts for human agents

Who it is not for

- ✕ Skip it if you want self-serve signup, as none appears on the pages read
- ✕ Not for you if you need a price before a demo, since the pricing page redirects to one
- ✕ Not for you if you are a small shop, since it is built for enterprise buyers
- ✕ Watch out: iOS and Android apps are not listed

Good to know

Good for

- ✓ Contact centers adding AI assist alongside existing phone and CRM systems
- ✓ IT support and customer support teams with high volumes of routine requests
- ✓ Enterprises in retail, healthcare, finance, insurance and manufacturing

Worth knowing

- ⓘ No prices are published: the pricing page redirects to a demo request, and the site's structured data says enterprise pricing is on request.
- ⓘ The site is aimed at enterprises, and no self-serve signup or free plan appears on the pages read.
- ⓘ Thunai Edge is the only product with platforms stated (Windows and Mac); iOS and Android apps are not listed on visible pages.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Thunai's current pricing could not be confirmed from its own site.

> **No price is published; the pricing page redirects to a demo request.**
>
> From our grade for value for money

We could not confirm Thunai's current prices from its own site, so this guide lists no plans. thunai.ai has them.

PART 03 · FEATURES

What it does

Its main features, where it runs, what it works with and who makes it

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Places it runs: Web, macOS and Windows

AI voice, chat and email agents plus live assist for contact centers. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, AI agents, AI support agent.

> **Voice, chat and email agents, live agent assist, call scoring and translation.**

From our grade for features

Real-time live agent assist

Surfaces answers and knowledge to a human agent during a call or chat instead of making them search mid-conversation.

Omnichannel AI agents

AI agents handle voice, chat and email requests, and an email agent can answer, route and follow up on messages.

Autonomous workflows

Writes call summaries, updates CRM records and assigns follow-ups after an interaction.

Call scoring and audit

Scores calls so quality teams can review them against criteria.

Multilingual voice translation

Translates conversations in real time between customer and agent.

Thunai Edge desktop app

A local-first voice and screen AI for the agent's desktop, listed for Windows and Mac.

Where it runs

Web · macOS · Windows

What it works with

Genesys · Amazon Connect · ServiceNow · RingCentral · Salesforce · Microsoft Teams

Thunai is made by Thunai.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

30/178

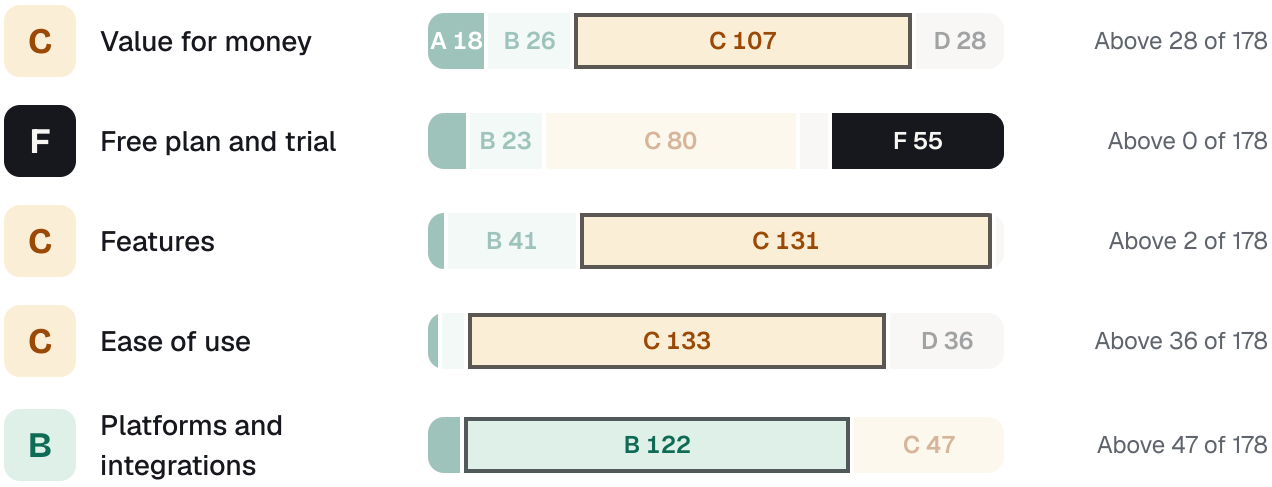
Other AI agents it is graded above

Thunai's GPA of 1.8 is higher than 30 of the 178 other AI agents we grade, and level with 33.

It stands best on platforms and integrations (B, above 47 of 178) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 179 AI agents we grade, cut by the letter each got. Thunai's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Thunai you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 115 of the 178 other AI agents grade higher.

What you could not

- ✕ An AI agent, with the models and the safeguards behind it.
- ✕ An AI model answering your customers from your own help articles.
- ✕ Connections to other products, each kept working as those products change.
- ✕ A real app for macOS and Windows. Something home-made would be a web page.

What this rests on. Thunai's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Intercom Fin, Sierra, Decagon, Ada and Cognigy

The 5 tools Thunai is most often weighed against, with where each one differs from it.

2.2 GPA

Intercom Fin

Free trial · from $19/mo

AI customer service agent billed per resolved conversation.

- Only Thunai lists macOS and Windows apps.
- Thunai also covers workflow automation.
- Intercom Fin also covers help desk, live chat and chatbots.

Thunai and Intercom Fin compared in full

1.6 GPA

Sierra

Paid

Conversational AI agents for customer service at large brands.

- Only Thunai lists macOS and Windows apps.
- Thunai also covers workflow automation.
- Sierra also covers chatbots.

Thunai and Sierra compared in full



1.6
GPA

Decagon

Paid

AI concierge agents for customer support across voice, chat and email.

- Only Thunai lists macOS and Windows apps.
- Thunai also covers workflow automation.
- Decagon also covers chatbots and a/B testing.

Thunai and Decagon compared in full



1.6
GPA

Ada

Paid

AI customer service agent platform for chat, email, voice and social.

- Only Thunai lists macOS and Windows apps.
- Thunai also covers workflow automation.
- Ada also covers chatbots.

Thunai and Ada compared in full



1.8
GPA

Cognigy

Paid

Enterprise AI agents for voice and chat in the contact center.

- Only Thunai lists macOS and Windows apps.
- Thunai also covers workflow automation.
- Cognigy also covers live chat and chatbots.

Thunai and Cognigy compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

10

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Thunai free?

No. Thunai is a paid product.

What platforms does Thunai work on?

Thunai is available on Web, macOS and Windows.

Does Thunai have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Thunai is listed for Web, macOS and Windows.

Does Thunai have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Thunai is listed for Web, macOS and Windows.

Is Thunai open source?

Thunai is not described as open source on its own site, as read on Nov 13, 2026.

What does Thunai integrate with?

Thunai's listing names Genesys, Amazon Connect, ServiceNow, RingCentral, Salesforce and Microsoft Teams.

Who makes Thunai?

Thunai is made by a company of the same name.

What are the alternatives to Thunai?

The closest alternatives to Thunai in our directory are Intercom Fin, Sierra, Decagon, Ada and Cognigy.

How does Thunai compare with other AI agents?

Thunai's GPA of 1.8 is higher than 30 of the 178 other AI agents we grade, and level with 33.

Could I make my own version of Thunai?

To replace Thunai you would be making an AI agent, with the models and the safeguards behind it.

Where this guide comes from

The prices, plans, platforms and features were read from Thunai's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Thunai's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Thunai. Prices change, so check thunai.ai before you buy.

thunai.ai

thunai.ai/pricing

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at toolgpa.com.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Thunai, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/thunai

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Thunai: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/thunai
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Know someone choosing between AI agents?

Send them this guide: toolgpa.com/tools/thunai/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded AI agents after Thunai, each with an Insider's Guide of its own.

AI Agents Insider's Guide

Every one of the 179 AI agents we grade, compared

Genspark Insider's Guide

AI workspace with an agent for research, slides, sheets and docs

3.2 GPA

Manus Insider's Guide

General AI agent for research, slides, websites and browser tasks

3.2 GPA

OpenClaw Insider's Guide

Open-source personal AI agent you run yourself and message in chat

3.2 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Thunai's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Thunai is a trademark of its owner, and this guide is not made, paid for or approved by Thunai. Prices and plans change: check thunai.ai before you buy.