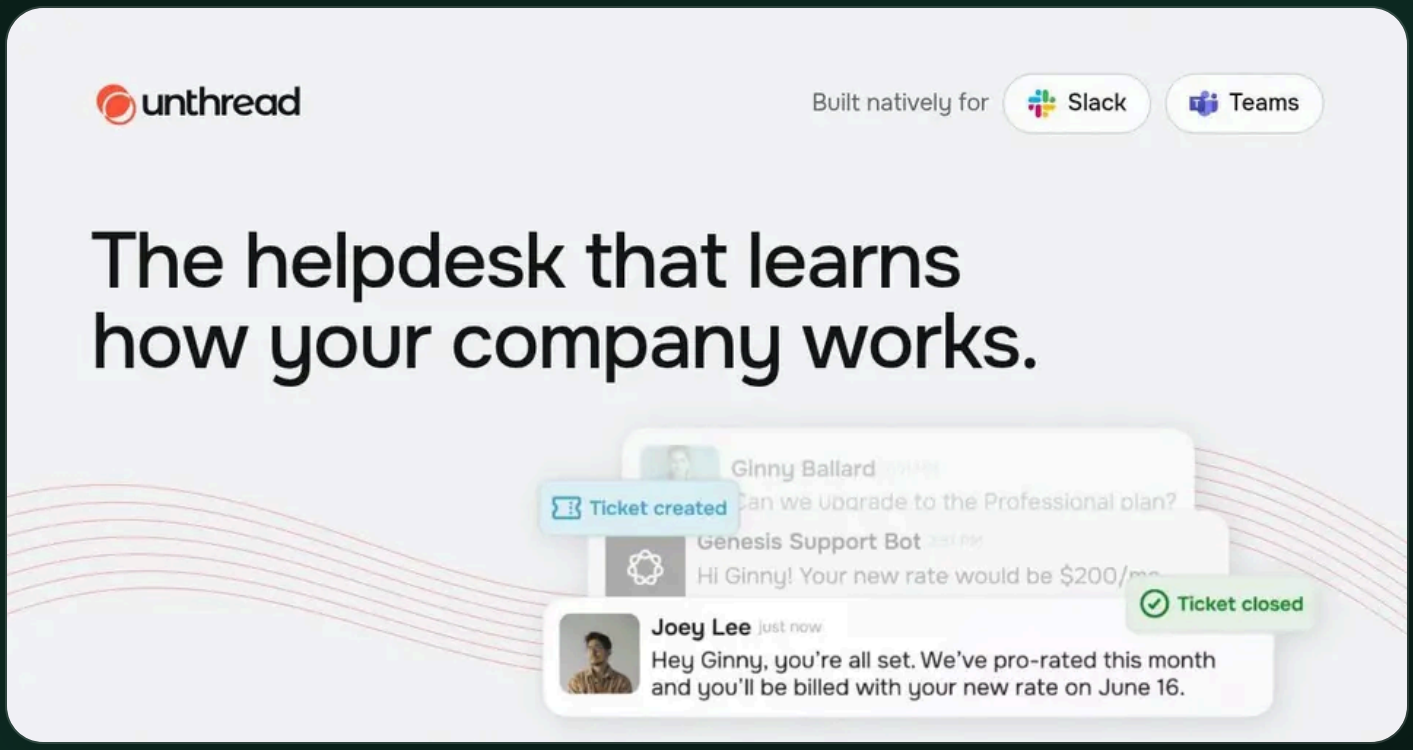
ToolGPA

NOVEMBER 2026

Unthread

The Insider's Guide

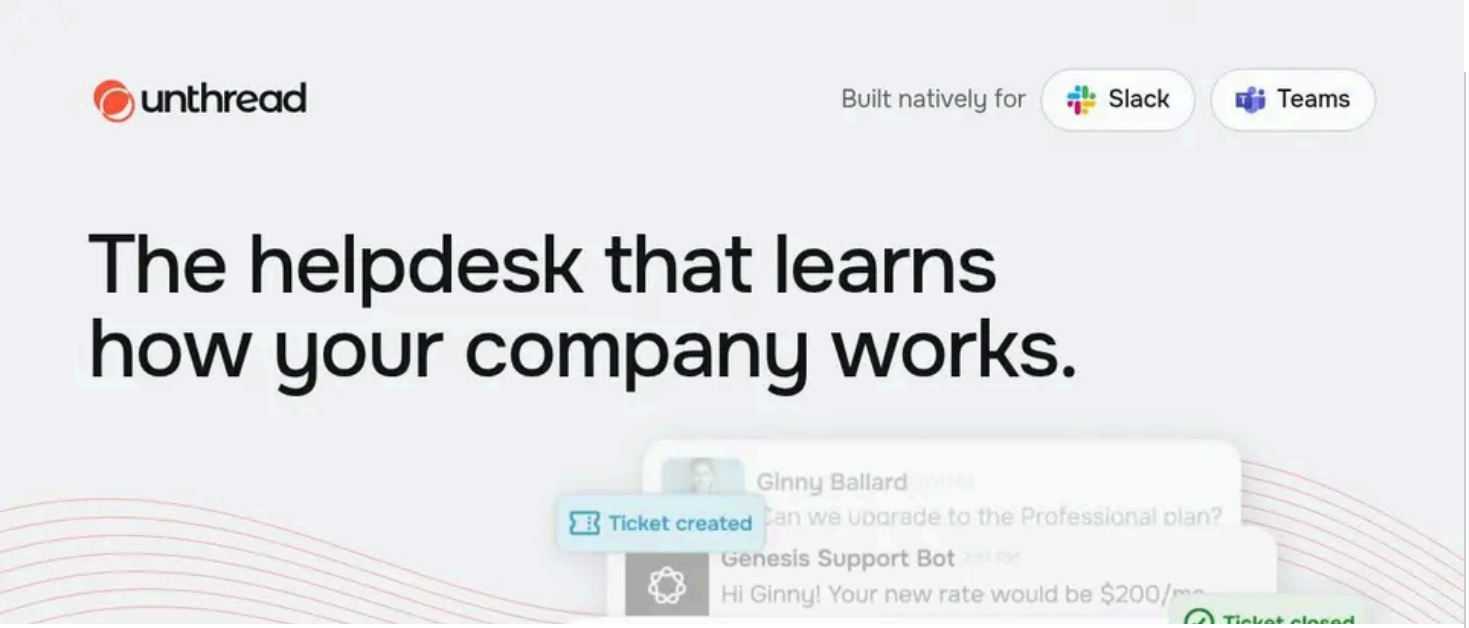
AI helpdesk that tracks support requests in Slack and Teams



Every plan, grade, refund rule and rival among help desk and live chat tools, read from Unthread's own pages.

Made by Get Turnout, Inc. · checked Nov 12, 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 Unthread's own pages, its app-store listings and our grades. Every fact in it is on Unthread's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

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

1.8

GPA, above 3 of the 66 other help desk and live chat tools we grade

Unthread is a helpdesk built around Slack and Microsoft Teams. It captures requests from chat channels, email, a customer portal and live chat, then uses AI agents, a self-updating knowledge base and workflows to answer or route them. Teams use it for customer support as well as IT and HR requests.

To get you started, here are **9 things to know about Unthread**, taken from its own pages and our grades.

> "
>
> **No store rating on record, and channels, SLAs and AI agents need setting up.**
>
> From our grade for ease of use

1 **Best for a help desk that lives in Slack**

Unthread is a help desk built around Slack and Microsoft Teams, with email, a portal and live chat feeding AI agents and a self-updating knowledge base.

2 **Paid plans start at $85 a month for each person**

As its pricing page puts it: $85 per agent / month, shown with the annual-billing toggle selected.

3 **You can try it first**

14-day free trial on all plans

4 **It runs on Web**

Web.

5 **Slack and Teams intake**

Tickets are tracked from Slack or Microsoft Teams channels, or users can message a support bot directly to open one privately.

6 **Other channels**

Support email, a customer portal and live chat feed the same ticket record.

7 **Agentic AI**

AI answers questions from your knowledge and resolves tickets. An automation builder for it is on the Business plan.

8 **A 1.8 GPA, above 3 of 66**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

To replace Unthread you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

Unthread at a glance

PRICING
Free trial, from $85 per agent / month, shown with the annual-billing toggle selected

FREE PLAN
No

FREE TRIAL
14-day free trial on all plans

RUNS ON
Web

MADE BY
Get Turnout, Inc.

CATEGORY
Help Desks & Live Chat

OUR GRADE
1.8 GPA, weak

The report card

Best for a help desk that lives in Slack

Unthread is a help desk built around Slack and Microsoft Teams, with email, a portal and live chat feeding AI agents and a self-updating knowledge base. Pro is $85 an agent in a minimum of 5 seats, with conversation limits, and the plans with SSO and automation have no published price.

TOOLGPA REPORT CARD

Unthread

Graded Nov 12, 2026

SUBJECT	GRADE	COMMENT
Value for money	D	$85 per agent a month in a minimum of 5 seats makes the floor $425 a month, and $85 is right at the category's dearest tenth ($89).
Free plan and trial	D	A 14-day trial on all plans, but the listing doesn't say whether it needs a card. There is no free plan.
Features	C	Slack and Teams requests, email, a portal, live chat, SLAs and AI agents. The listing's gap: the AI automation builder, SSO and custom roles are on Business, which has no price.
Ease of use	C	No store rating on record, and channels, SLAs and AI agents need setting up.
Platforms and integrations	B	Web only, with 8 listed integrations. No phone or desktop app on record.

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 Unthread is for

- ✓ Fits if your team and customers both live in Slack or Teams
- ✓ Works for a team of five or more that wants SLAs and a portal

Who it is not for

- ✕ Tight if you're under 5 people, as Pro is sold in a minimum of 5 seats
- ✕ Skip it if you want a price for Business or Enterprise, as neither has one
- ✕ Watch out: Pro has conversation limits, and the monthly-billing price wasn't shown on the page
- ✕ Watch out: SSO, custom roles and the AI automation builder are on Business

Good to know

Good for

- ✓ Companies whose customers or employees already ask for help in Slack or Teams
- ✓ Teams combining customer support with internal IT and HR requests

Worth knowing

- ⓘ The Pro plan is sold in a minimum of 5 seats and has conversation limits, per the pricing page.
- ⓘ The pricing page was read with the annual toggle selected; the monthly-billing price was not shown in the page text.
- ⓘ SSO, the AI automation builder and custom roles are on Business, which has no published price.
- ⓘ Business and Enterprise are sold through the vendor; the pricing page has no figure for either.

PART 02 · PRICING

What it costs

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

$85

A month to start, for each person

Unthread is a paid product with a free trial, starting at $85 per agent / month, shown with the annual-billing toggle selected.

PRO

$85

per agent / month, annual toggle shown (monthly rate not read)

Minimum 5 seats, conversation limits apply. Includes SLAs, Slack inbox and broadcasts, customer portal, knowledge base sync, CSAT surveys and CRM integrations.

BUSINESS

Custom

Adds an AI automation builder, self-learning documentation, a dedicated solutions engineer, custom roles, SSO, custom integrations and HRIS sync.

ENTERPRISE

Custom

Adds dedicated hosting, data residency, LDAP integration, HIPAA and BAAs, and a custom MSA.

Trying it first

14-day free trial on all plans

Read from unthread.io on Nov 12, 2026.

What it does

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

1

Place it runs: Web

AI helpdesk that tracks support requests in Slack and Teams. Here is what it does, as its own site describes it, and what it covers: shared inbox, workflow automation, help desk, live chat, help center, AI support agent.

"

Slack and Teams requests, email, a portal, live chat, SLAs and AI agents.

From our grade for features

Slack and Teams intake

Tickets are tracked from Slack or Microsoft Teams channels, or users can message a support bot directly to open one privately.

Other channels

Support email, a customer portal and live chat feed the same ticket record.

Agentic AI

AI answers questions from your knowledge and resolves tickets. An automation builder for it is on the Business plan.

Self-learning knowledge

Documentation drafts are generated from resolved conversations, so the knowledge base updates from past tickets.

SLAs, on-call and analytics

Live SLA tracking, on-call rotations that route by availability, and reports on deflection, CSAT and recurring gaps.

Where it runs

Web

What it works with

Slack · Microsoft Teams · Jira · Linear · HubSpot · Salesforce · Zendesk · Intercom

Unthread is made by Get Turnout, Inc.

Where it stands

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

3/66

Other help desk and live chat tools it is graded above

Unthread's GPA of 1.8 is higher than 3 of the 66 other help desk and live chat tools we grade, and level with 11.

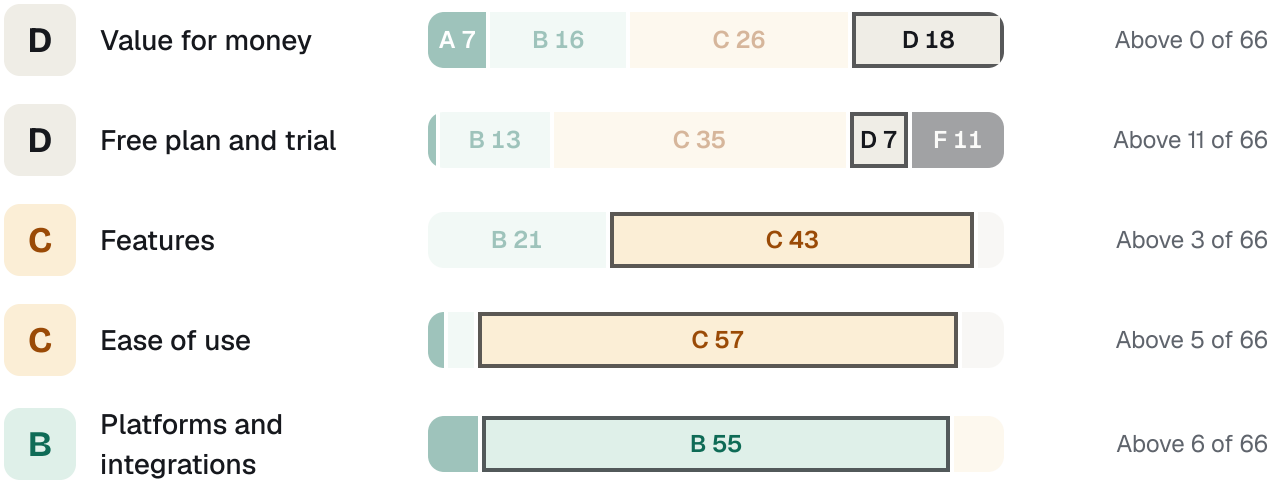
It stands best on platforms and integrations (B, above 6 of 66) and worst on value for money (D, above 0).

Its paid plans start at $85 a month for each person, against a middle price of $29 for the category: 49 of the 57 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 22 tools score higher and cost less.

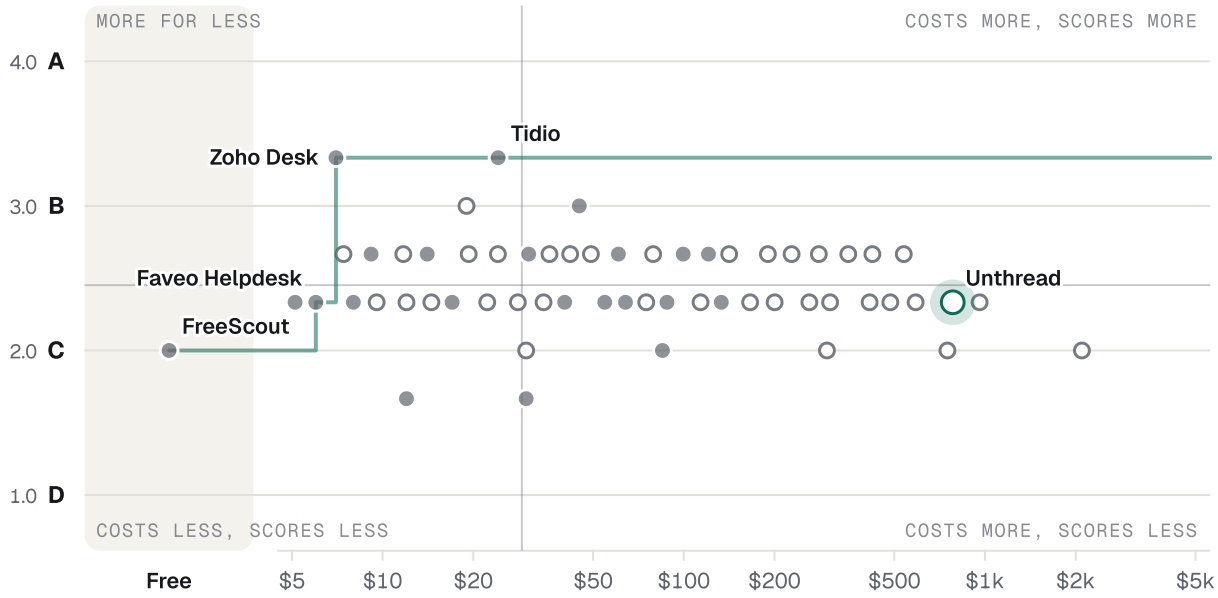
Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. Unthread's own letter is outlined.



Price against what you get

Each dot is one of 59 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Unthread is the marked dot.



What paid plans start at, a month (each step along is roughly double)

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 Unthread you would be making one mailbox that several people work at once. 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: 52 of the 66 other help desk and live chat tools grade higher. It costs $1,020 a year.

What you could make

- Help desk and help center: an app builder makes these well.

What you could not

- One mailbox that several people work at once.

- An AI model answering your customers from your own help articles.
- Connections to other products, each kept working as those products change.
- A chat box on your site that reaches you the moment a customer types.
- It is priced for each person, which means accounts and billing for a team.

What this rests on. Unthread'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



Thena, Plain, Pylon, Zendesk and Freshservice

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

1.8 GPA

Thena

From $29/mo

Ticketing and AI support agents for B2B teams working in Slack.

- Unthread also covers workflow automation.

Unthread and Thena compared in full

2.0 GPA

Plain

Free trial · from $45/mo

Support platform for B2B teams, built around Slack and AI agents.

Unthread and Plain compared in full

2.0 GPA

Pylon

Free trial · from $89/yr

B2B support platform that works across Slack, Teams and email.

- Unthread also covers workflow automation.
- Pylon also covers whatsApp messaging.

Unthread and Pylon compared in full

2.4
GPA

Zendesk

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Only Zendesk lists iOS and Android apps.
- Unthread also covers shared inbox and workflow automation.
- Zendesk also covers reports.

Unthread and Zendesk compared in full

2.4
GPA

Freshservice

Free trial · from $19/mo

IT service desk for employee requests, assets and changes.

- Only Freshservice lists iOS and Android apps.
- Unthread also covers shared inbox and live chat.

Unthread and Freshservice compared in full

PART 06 · QUESTIONS

Quick answers

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

12

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 Unthread free?

No, Unthread is a paid product, but you can try it first. 14-day free trial on all plans.

How much does Unthread cost?

Unthread lists 3 plans. Pro: $85 per agent / month, annual toggle shown (monthly rate not read).

What platforms does Unthread work on?

Unthread is available on Web.

Does Unthread have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Unthread is listed for Web.

Does Unthread have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Unthread is listed for Web.

Is Unthread open source?

Unthread is not described as open source on its own site, as read on Nov 12, 2026.

What does Unthread integrate with?

Unthread's listing names Slack, Microsoft Teams, Jira, Linear, HubSpot, Salesforce, Zendesk and Intercom.

Who makes Unthread?

Unthread is made by Get Turnout, Inc.

What are the alternatives to Unthread?

The closest alternatives to Unthread in our directory are Thena, Plain, Pylon, Zendesk and Freshservice.

How does Unthread compare with other help desk and live chat tools?

Unthread's GPA of 1.8 is higher than 3 of the 66 other help desk and live chat tools we grade, and level with 11.

Is Unthread good value for money?

ToolGPA grades Unthread D for value for money. Its paid plans start at $85 a month for each person, against a middle price of $29 for the category: 49 of the 57 others that charge start lower.

Could I make my own version of Unthread?

To replace Unthread you would be making one mailbox that several people work at once.

Where this guide comes from

The prices, plans, platforms and features were read from Unthread's own pages on Nov 12, 2026, and the grades were given on Nov 12, 2026. Graded from this listing, whose facts were read from Unthread's own pages on 12 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 Get Turnout, Inc. Prices change, so check unthread.io before you buy.

unthread.io/pricing

unthread.io

PART 07 · ABOUT

About ToolGPA

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

5,038

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**.

5,038
tools graded

95
categories

739
price changes on record

579
apps priced in 12 countries

What else is on toolgpa.com

Unthread, kept up to date

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

toolgpa.com/tools/unthread

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, "Unthread: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/unthread
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Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Unthread, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 67 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA



tawk.to Insider's Guide

Free live chat, ticketing and help center, with paid add-ons

3.0 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 Unthread'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. Unthread is a trademark of its owner, and this guide is not made, paid for or approved by Get Turnout, Inc. Prices and plans change: check unthread.io before you buy.