ThreadClear
User Guide

Conversation Intelligence for Teams

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Table of Contents

1. Introduction

ThreadClear is a conversation intelligence platform that helps you surface unanswered questions, tension points, and misalignments in your communications. Built for teams who need to ensure nothing falls through the cracks.

What ThreadClear Does

- **Finds Unanswered Questions** — Automatically detects questions that never got responses
- **Detects Tension Points** — Identifies disagreements and potential conflicts
- **Spots Misalignments** — Catches when team members have different understandings
- **Measures Health** — Provides a conversation health score (0-100)
- **Suggests Actions** — Recommends next steps to resolve issues

Who Is ThreadClear For?

- **Legal teams** — Tracking client communications and ensuring timely responses
- **Healthcare organizations** — Monitoring patient inquiries and care coordination
- **Financial services** — Maintaining compliance and audit trails
- **Any team** — Managing high-volume, high-stakes communications

Privacy First

ThreadClear is designed with privacy at its core. Conversation content is processed ephemerally and not stored after analysis. Only aggregate, anonymized statistics are retained for dashboards. Self-hosted deployment is available for maximum security.

2. Quick Start Guide

Get up and running with ThreadClear in under 5 minutes.

Step 1: Sign In

Go to app.threadclear.com/login and sign in with the credentials provided in your invite email.

Step 2: Navigate to Analyze

Click "Analyze" in the navigation bar to open the conversation analysis tool.

Step 3: Input Your Conversation

Paste a conversation, upload screenshots, or submit an audio recording. ThreadClear automatically detects the format.

Step 4: Review Results

Review the analysis results including unanswered questions, tension points, misalignments, and the overall health score.

Step 5: Take Action

Use the suggested actions to address issues, or export the results to share with your team.

■ **Tip:** For best results, include the full conversation thread rather than just a single message. This gives ThreadClear more context to identify patterns and issues.

3. Key Concepts

Unanswered Questions

ThreadClear identifies questions in conversations that haven't received a response. These are categorized by:

- **Urgency** — How time-sensitive the question appears to be
- **Age** — How long the question has gone unanswered
- **Importance** — The apparent significance based on context

Tension Points

Tension points are moments in a conversation where disagreement, frustration, or conflict is detected. ThreadClear looks for:

- Contradictory statements between participants
- Frustrated or negative language
- Escalating tone or repeated concerns
- Defensive or dismissive responses

Misalignments

Misalignments occur when participants have different understandings of decisions, timelines, responsibilities, or project scope.

Conversation Health Score

The health score is a 0-100 metric that reflects the overall quality of a conversation:

Score Range	Meaning
80-100	Excellent — Conversation is progressing well
60-79	Good — Minor issues to address
40-59	Fair — Several issues need attention
20-39	Poor — Significant problems detected
0-19	Critical — Immediate intervention needed

Risk Levels

- ● **High Risk** — Multiple serious issues requiring immediate attention
- ● **Medium Risk** — Some issues that should be addressed soon

- ● **Low Risk** — Minor or no issues detected

4. Analyzing Conversations

Starting an Analysis

1. Navigate to the **Analyze** page from the navigation bar
2. Choose your input method (text, image, or audio)
3. Select the source type if not auto-detected
4. Click **Analyze** to process the conversation

Source Type Selection

ThreadClear can automatically detect most conversation formats, but you can also manually select:

Source Type	Best For
Email	Threaded email conversations with headers
Slack	Slack channel or DM conversations
Teams	Microsoft Teams chat conversations
SMS	Text message conversations
Simple	Generic conversation format

Analysis Modes

Basic Analysis (Free): Pattern-based parsing that handles most conversations. Fast and cost-effective.

Advanced Analysis (Pro): AI-powered deep analysis for complex conversations. More accurate detection of subtle issues.

■ **Tip:** ThreadClear automatically chooses the best mode based on conversation complexity. About 80-90% of conversations can be handled by Basic Analysis.

5. Input Methods

Text Paste

The simplest method — copy and paste your conversation directly into the text area.

- • Works with any text format
- • Auto-detects source type (email, Slack, Teams, SMS)
- • Best for quick, one-off analyses

Image Upload

Upload screenshots of conversations for analysis.

- • Supports PNG, JPG, and GIF formats
- • Upload up to 10 images at once
- • Images are processed using OCR to extract text
- • Great for mobile screenshots or protected content

■■ **Note:** For best results, ensure screenshots are clear and readable. Blurry or low-resolution images may result in less accurate analysis.

Audio Upload

Upload audio recordings of conversations.

- • Supports MP3, WAV, M4A, and other common formats
- • Audio is transcribed using speech-to-text technology
- • Best for meeting recordings or phone conversations
- • Processing time varies based on audio length

Coming Soon

- • **Email forwarding** — Forward emails to analyze@threadclear.com
- • **Browser extension** — Analyze conversations directly in Gmail, Slack, etc.
- • **Integrations** — Connect directly to Slack, Teams, and email

6. Understanding Results

Results Overview

After analysis, you'll see a comprehensive breakdown including:

- **Summary** — A brief overview of the conversation
- **Health Score** — Overall conversation health (0-100)
- **Risk Level** — High, Medium, or Low
- **Unanswered Questions** — List of questions needing response
- **Tension Points** — Areas of conflict or disagreement
- **Misalignments** — Differing understandings between participants
- **Suggested Actions** — Recommended next steps

Taking Action

For each issue identified, ThreadClear provides:

- The specific text or context where the issue was found
- Why it was flagged as an issue
- Suggested actions to resolve it

7. Draft Analysis

Draft Analysis lets you check your replies before sending to ensure you're addressing all issues.

What Draft Analysis Checks

- **Question Coverage** — Are you answering all unanswered questions?
- **Tone Assessment** — Is your tone appropriate for the conversation?
- **Risk Flags** — Are you introducing new issues?
- **Ready to Send** — Overall recommendation

Using Draft Analysis

1. First, analyze a conversation using the normal flow
2. In the results section, find the "Draft Response" input
3. Paste your proposed reply
4. Click "Analyze Draft" to get feedback
5. Revise your response based on suggestions

■ **Best Practice:** Always run Draft Analysis before sending important responses. It only takes a few seconds and can prevent miscommunication.

8. Dashboard

The dashboard provides aggregate insights across all conversations analyzed by your organization.

Summary Metrics

- **Total Conversations** — Number of conversations analyzed
- **High/Medium/Low Risk** — Breakdown by risk level
- **Average Health Score** — Mean health score across all conversations

Conversation Trends

The trends chart shows conversation volume over time, helping you identify peak analysis periods, changes in conversation volume, and patterns by day/week/month.

Source Type Breakdown

See which communication channels are being analyzed most frequently. Identify where most issues originate and focus training or attention on problem areas.

Date Range Selection

Use the date picker to view data for different periods: Last 7 days, Last 30 days, or Last 90 days.

Privacy-Safe Insights

ThreadClear stores only aggregate, anonymized data. No conversation content is retained. Only statistical data is stored (counts, scores, categories). Insights cannot be traced back to specific conversations.

9. Organization Management

Organization Settings

Organization administrators can configure settings including organization name, industry type, default analysis mode, and data retention policies.

Inviting Members

1. Go to **Settings → Members**
2. Click **Invite Member**
3. Enter the email address
4. Select a role (Member, Analyst, or Admin)
5. Click **Send Invite**

Member Roles

Role	Capabilities
Member	Analyze conversations, view own results
Analyst	All Member permissions + view dashboard
Admin	All Analyst permissions + manage members and settings
Owner	Full access including billing and organization deletion

10. Features by Plan

Feature	Free	Professional	Enterprise
Analyses per month	10	Unlimited	Unlimited
Text input	✓	✓	✓
Image upload	—	✓	✓
Audio upload	—	✓	✓
Basic analysis	✓	✓	✓
Advanced AI analysis	—	✓	✓
Draft analysis	—	✓	✓
Team dashboard	—	✓	✓
Team members	1	10	Unlimited
Self-hosted deployment	—	—	✓
SSO / SAML	—	—	✓
Custom integrations	—	—	✓
Support	Community	Priority	Dedicated

11. Frequently Asked Questions

Is my conversation data stored?

No. Conversation content is processed ephemerally and not stored after analysis. Only aggregate, anonymized statistics are retained for the dashboard.

How accurate is the analysis?

ThreadClear uses a combination of pattern matching and AI to analyze conversations. Accuracy varies by conversation complexity, but Advanced Analysis mode provides the most accurate results.

Can I use ThreadClear for sensitive communications?

Yes. ThreadClear is designed for regulated industries. For maximum security, consider our self-hosted Enterprise option.

What languages are supported?

ThreadClear currently supports English. Additional languages are planned for future releases.

How do I get support?

Free users can access community support. Pro users have priority email support. Enterprise users receive dedicated support with guaranteed response times.

Can I cancel my subscription?

Yes, you can cancel anytime. Your account will remain active until the end of your billing period.

Is there an API?

API access is available for Enterprise customers. Contact sales for details.

Can I export my data?

Yes. Analysis results and dashboard data can be exported in PDF, JSON, or CSV formats.

Need more help? Contact us at support@threadclear.com