

For MSPs and IT support teams

Answer support calls.

Give your team the details.

GoLine1 answers your support number, helps callers with common questions and sends requests to your service desk, including outside office hours.

From a phone call to a support request

Illustrative example

What the caller says

“Three of us in accounts can't open the shared drive. Our payroll files are on it, and payroll has to be submitted today.”

The details your service desk receives

Problem	Cannot access the shared drive
Who is affected	Three people in accounts
Work at risk	Payroll submission today
Contact	Caller's name and callback number, confirmed during the call

GoLine1 confirms the details with the caller and sends them to your ticket system or support mailbox. Your priority rules determine whether an on-call contact is alerted.

Help callers using answers you approve

GoLine1 uses your FAQs, documents and support articles to answer routine questions. It can explain known outages or text instructions. When the guidance does not help, the caller can leave a request or ask to speak with your team.

Connect to your service platform

GoLine1 creates tickets in ServiceNow, Jira Service Management, HaloPSA, ConnectWise PSA or Autotask. It can also email requests to your support mailbox. Each customer has separate ticket settings and integration credentials.

Alert your on-call team to urgent problems

GoLine1 asks who is affected, whether work has stopped and when help is needed. Your rules determine the priority and who is notified. Unacknowledged alerts can escalate to a backup contact.

One console for your customers

Administrators set separate numbers, greetings, knowledge and support policies for each customer. The console brings together their requests, assigned owners and delivery status.

Discuss your calls and service platforms with us.

[Request a customer pilot](#)

Features and configuration

Choose the calling experience, integrations and controls that suit each customer.

Calls and transfers	Answer support calls on an Australian number or forward an existing number. Choose greetings and consent prompts, confirm the caller's details and offer a person when needed. If the service desk cannot take the call, capture a message or callback request.
Knowledge and guidance	Help callers using your approved FAQs, documents and support articles. Explain known outages, check product versions and offer instructions by SMS where configured. When guidance does not help, capture a request or offer a transfer.
Tickets and follow-up	Send requests to your support mailbox or selected service platform. Keep the caller's reference linked to the resulting ticket. Verified callers can check status, add information or ask the team to close a request where the integration supports it.
Priority and ownership	Apply your rules to the number of people affected, blocked work and deadlines. Assign requests to a named console team or owner, and alert on-call contacts to urgent problems. Track ownership, first response and results separately.
Customer setup	Use the onboarding wizard to configure each customer's numbers, delivery, support contacts and optional features. Review settings before saving and resume unfinished setup. Keep customer knowledge, policies and reporting separate.
Account help and sign-in	Optional Entra assistance verifies the caller using their registered mobile and sends the organisation's self-service reset link. That service changes the password. Console users have named accounts and MFA. Optional Entra or Okta single sign-on and group-based permissions support your access policies.
Reporting and quality	Review calls, request summaries, answer sources and transfers. Find repeat contacts, delivery failures and requests waiting for attention. Export reports and distinguish accepted guidance from results your team has confirmed. Audio is not recorded.
Hosting and security	Application services run in AWS Sydney, with AI processing restricted to Australia. Customer access controls, encrypted integration credentials, audit history and retention settings support administration. Connected providers need a separate data-location review.

Planning your service. Choose the capabilities you need for each customer; they are not all enabled by default. Page 3 lists the detailed controls. A pilot checks calls, delivery and integrations before wider use.

The service, in detail

A reference for planning your service. Optional features and integrations require configuration, suitable provider permissions and customer approval.

Call handling

- Introduce the AI assistant; optionally ask for keypad consent before transcription.
- Let callers interrupt, spell names and correct details; read callback numbers digit by digit.
- Confirm the problem, affected people, blocked work, deadline and contact details.
- Let callers ask for a person by voice or keypad. Check queue availability; take a message if needed.
- Optional Neural recognition and generative Australian-English voices.

Knowledge and caller guidance

- Upload text-based PDF, DOCX, TXT and Markdown, or maintain approved FAQs.
- Optional ServiceNow sync imports selected published, active, unexpired articles.
- Clarify product versions and retain article references and answer-source evidence.
- Set review reminders and expiry; test, publish and restore knowledge releases.
- Offer SMS instructions where configured; confirm known outages before avoiding a duplicate request.

Tickets and delivery

- Choose one ticket destination per customer, or deliver requests by email alone.
- Map service, priority, requester and ticket fields; link internal and provider references.
- Check status, add notes or request cancellation where supported, with caller and email checks.
- Refresh ticket status; retry delivery failures and reconcile uncertain results.

Priority, assignment and on-call

- Use impact and deadline rules to assign requests, with a default team and owner.
- Reassign console teams or owners manually; record first human response and work outcomes separately.
- Configure primary and backup alert contacts, acknowledgement deadlines and escalation.
- Acknowledge alerts in the console; find overdue alerts and requests without an owner or response.

Account assistance

- Optional Entra assistance checks a code sent to the user's registered mobile.
- Send the customer's self-service password reset link; the customer's service performs the reset.
- Refer privileged accounts and requests that cannot be verified to the service desk.

Customer administration and access

- Keep customer numbers, greetings, mailbox, knowledge and support policies separate.
- Resume onboarding, validate settings and review the configuration before saving.
- Use named console accounts, MFA and role-based customer access.
- Optional Entra or Okta single sign-on maps approved groups to console roles.
- Disable accounts and revoke sessions; optionally sync enrolled users' access with Entra or Okta.

Reporting and service quality

- Filter requests and export CSV reports; review summaries, guidance sources and transfers.
- Identify repeat contacts, knowledge gaps, delivery exceptions and requests awaiting attention.
- Separate accepted advice from operator-confirmed results, with recorded outcome evidence.
- Review call-handling estimates with adjustable time and value assumptions.
- Track email delivery, SMS submission and human acknowledgement separately; monitor service health.

Security and data handling

- AWS Sydney application hosting and Australia-only AI routing.
- Customer access separation, encrypted integration credentials and request rate limits.
- Audit history, retention settings and optional protected audit exports.
- Optional cloud activity logging and web application firewall.
- Optional short text excerpts for quality review; no recorded call audio.

Service requirements. Transfers need a staffed queue. SMS needs an approved sender and supported destination. Connectors and identity providers need customer setup and a data-location review. Assignment manages console ownership; it does not balance technician workloads in your PSA.