

More revenue per tech. Less time per ticket.

Auto-document every call. Answer your phones around the clock. Clean up your ticket queue.
Surface the insights you are missing.

ABOUT US

Vight was born inside an MSP. After 15 years in the trenches, from working as a technician, to leading projects, to running the business, we kept hitting the same wall: too much time lost to documentation, too little visibility into operations, and no tool that truly understood the MSP workflow. So we built one. Vight started as our internal solution and became the platform we wished existed from day one. We know the pain because we lived it.

WHAT VIGHT DOES

Auto-Documentation

Every call is transcribed, summarized, and posted to your PSA as a time entry with the actual time worked. No more manual note-taking.

AI Assistant

Ask questions about your calls, tickets, or clients in plain English and take action on the answers. Surface insights, run reports, or trigger workflows directly from our app or your PSA pod.

Call Intelligence

Sentiment analysis, sales opportunity detection, and communication clarity scoring on every call. Spot risks and revenue opportunities automatically.

AI Front Desk

Your phones answered 24/7. Tickets created automatically, calls escalated when needed, and warm handoffs to your team. No staffing required.

Profitability Analytics

See margin distribution and profit contribution by company. Compare service revenue against actual time worked, broken down by technician.

Ticket Intelligence

Automatic ticket categorization, sentiment analysis, and duplicate detection. Keep your board clean and your queue manageable without lifting a finger.

WORKS WITH YOUR STACK

PSA

ConnectWise, Autotask,
HaloPSA

Phone

3CX, RingCentral, MS
Teams

Messaging

Microsoft Teams, Slack,
Email

Documentation

SharePoint, IT Glue, Hudu

~**35%**

avg. productivity boost

1M+

time entries automated

<30 min

to get up and running

Ready to see it in action?

Set up in under 30 minutes. No changes to your stack.

Book a Demo

vight.ai/demo