



Matt Duray
President

Connect Telephone & Computer Group Reveals 3 AI Tools Set to Explode in 2026

Leading MTSP Shares How Forward-Thinking Businesses Are Using AI to Eliminate Revenue Leakage, Operational Chaos, and Costly Human Error

BILLINGS, MT – February 25, 2026 – Connect Telephone & Computer Group, a leading managed technology services provider (MTSP), revealed the top 3 artificial intelligence (AI) applications that small to mid-sized businesses (SMBs) will be utilizing heavily in 2026. With businesses looking for new ways to eliminate revenue leakage, tame operational chaos and minimize human error, artificial intelligence (AI) is the natural solution. However, one thing is becoming increasingly clear: AI is no longer about experimentation or novelty. It's about fixing long-standing business problems that quietly drain revenue, create friction, and slow growth.

Across small and mid-sized businesses, three AI applications are emerging as game-changers – tools that address pain points executives have lived with for years but never truly solved.

Ask any business owner or manager about sales commissions, and you will hear the same frustrations: spreadsheets that don't reconcile, delayed payouts, disputes over numbers, and hours spent

manually verifying calculations. For SMBs, this often means leadership personally stepping in to resolve disagreements and accounting staff buried under complexity whether it be from figuring out how to reconcile multiple compensation plans, quotas, employee draws and bonuses. Yet, there's one powerful AI technology SMBs should expect to see gain steam in 2026 and that's AI-Powered Commission & Accounting Automation. AI-driven accounting systems can now automatically calculate commissions in real time, reconcile sales data across platforms, flag discrepancies before payouts, and ensure every sales executive is paid accurately and on time. This means leadership can administer faster payouts, fewer disputes, higher trust with sales teams, and significantly less administrative overhead.

Most CRMs promise a "single source of truth," yet in reality, critical information lives everywhere else – scattered across phone calls, emails, Teams chats, Zoom meetings, and hallway conversations that never actually get logged. Modern AI-enabled CRMs are fixing this by automatically capturing and logging all messages without relying on human memory or

discipline. Conversations can be summarized, action-items identified, and customer histories are always complete. This gives leadership real visibility into sales pipelines, customer sentiment, and account risk without constantly needing to ask personnel to "update the CRM."

Lastly, most businesses don't lose money because they sign bad contracts – they lose money because they can't keep track of those contracts. Contracts sit in random inboxes, shared drives, PDF folders, or legal systems that no one checks until it's too late. That means renewals auto-extend, price increases are missed and compliance obligations can go unnoticed. For SMBs, this means overpaying vendors or missing revenue opportunities. With AI-Managed Contracts & Agreement Systems business owners and account management teams can automatically organize contracts, extract key terms, track renewals, flag risks, and alert teams before deadlines hit. Contracts and agreements can be linked together, they're searchable, and always up to date. This means that instead of reacting to problems, businesses regain control – turning contracts into strategic leverage rather than hidden liabilities.

Matt Duray, President of Connect Telephone & Computer

Group, said, “What makes these three AI applications unique is not their technical sophistication – it’s their practicality. While most people are trying to use AI for lead-generation, which is typically ‘hit or miss,’ organizations are overlooking the operational efficiency they can immediately benefit from. That’s where you can instantly extract profit from your company. These overlooked AI applications will boom in 2026 and beyond, because they solve problems every business already has without requiring massive behavior change.”

**ABOUT CONNECT
TELEPHONE & COMPUTER
GROUP**

Connect Telephone & Computer Group is Montana’s premier telephone and data communications group. Connect provides industry-leading products, serviced by the most certified technicians in the region. The company’s local dispatch

center delivers round-the-clock service to ensure system reliability. The Connect Group also offers comprehensive service 24 hours a day, 7 days a week and emergency service guaranteed within 4 hours.

