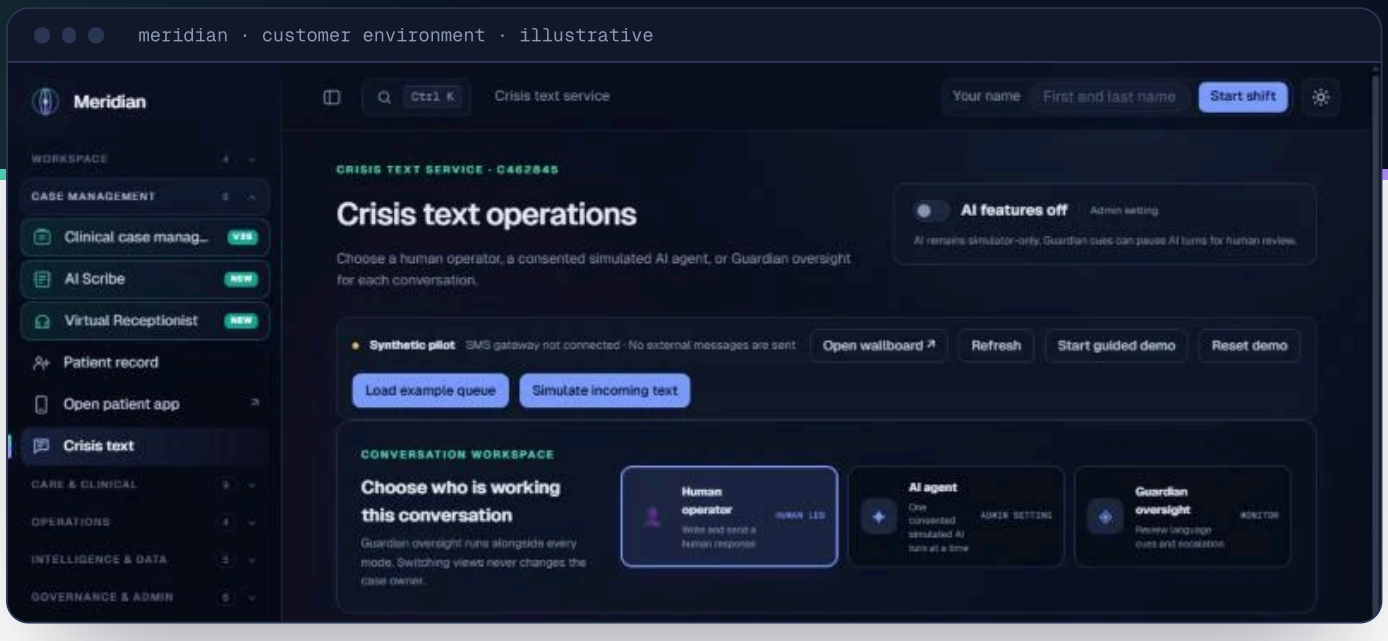
CLINICAL EDITION

Meridian Crisis Text

Human-led text conversations with visible oversight.

A text-conversation workspace that keeps operator replies, consented AI assistance and Guardian oversight clearly separate, with AI off by default and enabled only by an administrator.



THE PROBLEM

- Text services scale faster than trained operators.
- Unclear AI involvement undermines trust and safety.
- Handover between shifts loses context.

WHAT IT DOES

Operator workspace
Human-led place to work each conversation.

Ownership
Assignment kept separate from the selected view mode.

Queue views
Open, unassigned, mine, Guardian cue, handover, closed.

Separate AI control
AI enablement behind an admin setting.

Guardian oversight
Language cues, handoff review and AI pause.

Continuity
Review, safety plan and handover context.

reimea

HOW IT WORKS

01 Choose
Select the conversation.

02 Assign
Confirm the owner.

03 Work
Human-led response.

04 Oversee
Inspect cues and handoffs.

05 Record
Retain continuity context.

CONTROL BUILT IN

- AI off by default
- Guardian can pause AI turns
- Ownership independent of view
- Synthetic simulator only today

Runs on the Reimea control layer

Every Reimea product shares one control layer, so a new agent arrives already governed. Deployed in your own cloud environment, under your keys.

- Identity & access
- Policy per task
- One AI gateway
- Named human approval
- Tamper-evident record
- Controlled learning

WHO IT IS FOR

Crisis, helpline and text-support services evaluating safe, supervised operator tooling.

MEASURE THE PILOT

- Time to first human response
- Handovers with full context
- Guardian cues reviewed
- Operator workload

Baselines and targets are agreed with you in the Reimea pilot scorecard before the pilot starts.

Current status. Clinical demonstrator using synthetic data. Not approved for clinical use; live use needs its own intended purpose, DCB0129/0160 safety case and release evidence.

WORKS WELL WITH

Meridian Guardian
Agents & operations

Meridian Risk Guardian
Clinical edition

Meridian Wellness
Clinical edition

Start with one workflow. Make the decision measurable.

A 45-minute briefing covers your workflow, the product and its limits, and a sensible next step. Bring the people who own the decision.

Email **info@reimea.com** Web **www.reimea.com**

Scan: product page

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