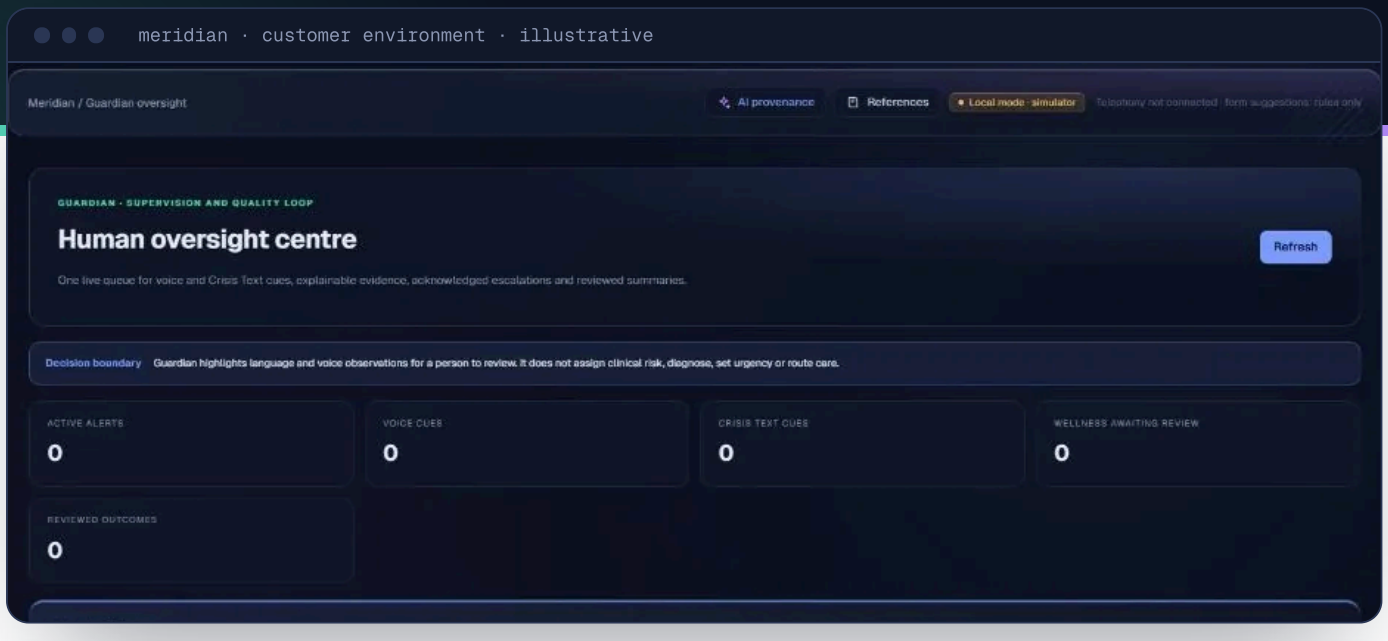
AGENTS & OPERATIONS

Meridian Guardian

See what every agent and service is doing. Know where to look next.

Supervisor oversight across services and AI agents: live activity, reviewable alerts, approved policy references and configurable cues, with a person deciding every response.



THE PROBLEM

- Supervisors can't see AI agent activity alongside people.
- Alerts fire without a reason anyone can inspect.
- Policy lookups during review rely on memory.

WHAT IT DOES

Service oversight
Calls, waits, targets and activity across every service.

Reviewable alerts
Each alert carries a reason and service reference.

Policy references
Approved, scoped policy passages beside the case.

Custom watchwords
Configure cues per service, kept separate from policy.

Quality review
Inspect handling and evidence under agreed retention.

Cross-channel queue
Voice and Crisis Text cues in one supervisor queue.

reimea

Meridian Guardian

HOW IT WORKS

01 Observe
Receive service and conversation events.

02 Project
Build the supervisor view.

03 Signal
Present a threshold or cue with context.

04 Inspect
A supervisor reviews the source.

05 Record
Preserve the decision and its limits.

CONTROL BUILT IN

- [x] A person decides, not the model
- [x] Every alert has an inspectable reason
- [x] Policy uploads need approval
- [x] Cues kept apart from clinical decisions

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

Supervisors, service managers and quality reviewers responsible for people and AI agents in live services.

MEASURE THE PILOT

- Time to supervisor review
- Alerts with action taken
- Quality-review coverage
- Policy lookups per review

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

Current status. Meridian product module. Deployment, integrations and assurance are validated with each customer during discovery and pilot.

WORKS WELL WITH

Meridian Voice
Agents & operations

Meridian Listen
Agents & operations

Knowledge Control
Governance

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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