

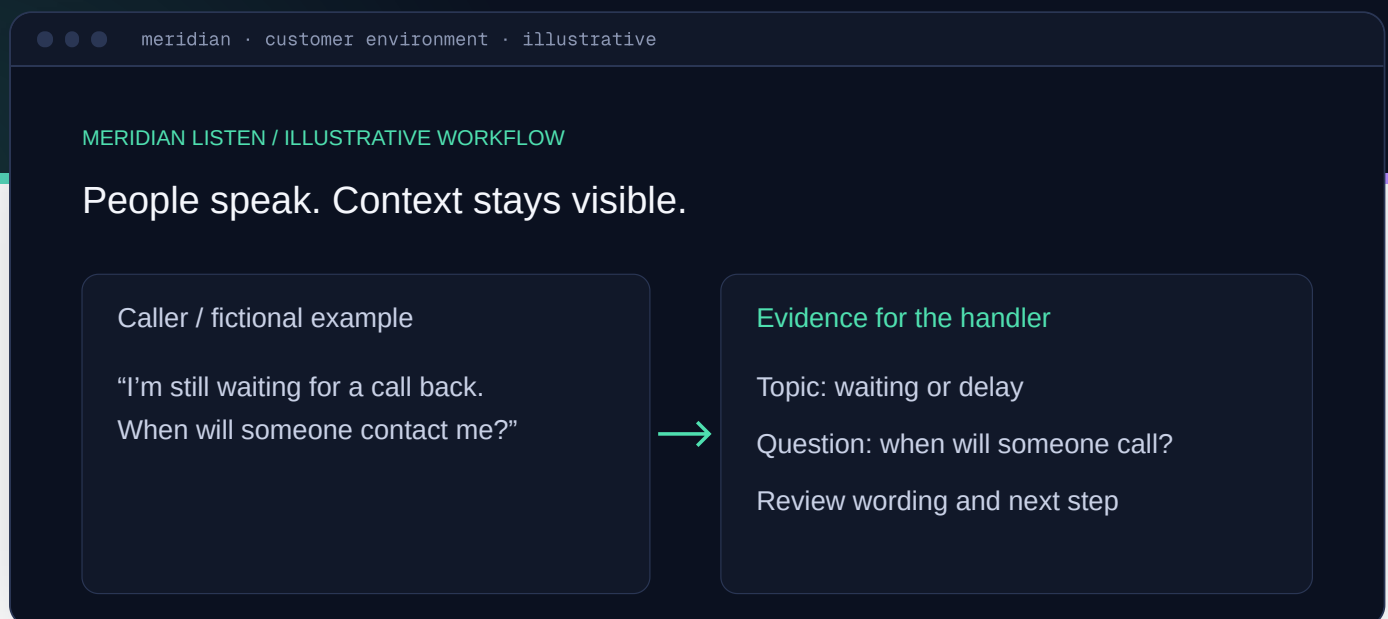


AGENTS & OPERATIONS

Meridian Listen

Hear what people actually said, with the evidence beside every signal.

Follows conversations between people and surfaces configured topics, concerns and unanswered questions, each with the quote that triggered it, so the handler can act on evidence rather than a score.



THE PROBLEM

Important concerns get lost in long conversations.

Sentiment scores give no reason anyone can check.

Quality review samples a tiny fraction of conversations.

WHAT IT DOES

Speaker-labelled analysis

Analyse utterances by speaker across an agreed channel.

Evidence beside signals

Every topic or concern carries the caller's own words.

Service presets

Healthcare, customer service, financial services, utilities, public services and education.

Concerns and open questions

Extract concern-like sentences and candidate unanswered questions.

Optional model tags

A bounded model can add tags with quotes; the rules path always remains.

Policy references

Show approved policy passages beside the conversation.

HOW IT WORKS

01

Authorise

Agree purpose, participants and permissions.

02

Transcribe

Receive speaker-labelled text.

03

Analyse

Apply the service listening profile.

04

Review

Handler checks signals against the words.

05

Act

A person decides the next step.

CONTROL BUILT IN

- ✓ Signals are advisory, never decisions
- ✓ Evidence quote on every signal
- ✓ Model tagging is opt-in and bounded
- ✓ Recording purpose agreed up front

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

Contact centres, advice lines and service teams that need to understand conversations between people, in any regulated sector.

MEASURE THE PILOT

Concerns surfaced per 100 conversations

Unanswered questions resolved

Signal accuracy on review

Quality-review coverage

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 Guardian

Agents & operations


Meridian Knowledge

Agents & operations

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



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