

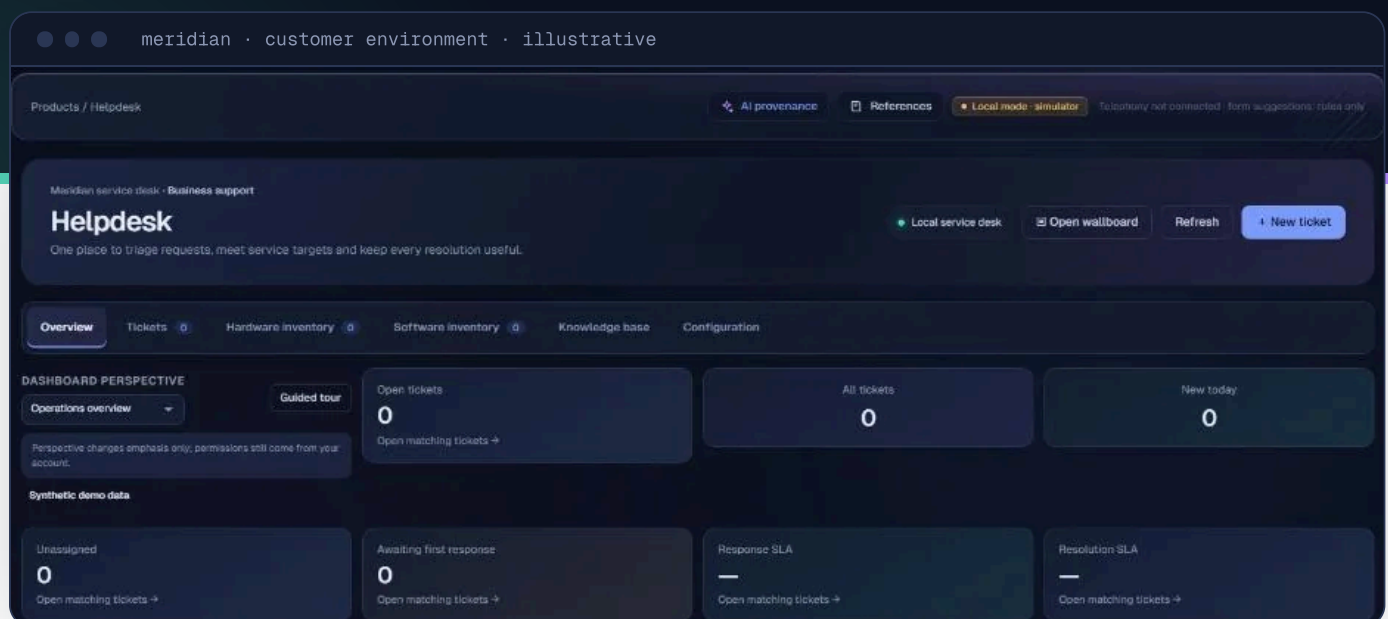


AGENTS & OPERATIONS

Meridian Service Desk

Every request owned, on target and resolved with the right answer.

A structured workspace for business-support requests with ownership, response and resolution targets, linked inventory and AI-suggested responses that cite the articles they came from.



THE PROBLEM

Tickets bounce between queues with no clear owner.

Service targets are measured after they have been missed.

AI suggestions can't show where an answer came from.

WHAT IT DOES

Ticket workspace

Requester, assignment, comments and status in one view.

Service calendars

Business-hours targets, pause states and priority-specific SLAs.

Priority queue

Ageing and breach risk visible at a glance.

Inventory context

Linked hardware and software with warranty and licence data.

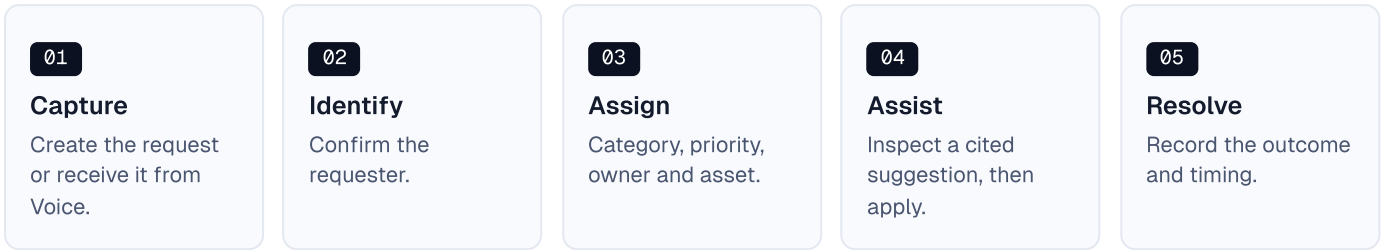
Cited suggestions

AI responses drawn from active articles, with source titles.

Voice-to-ticket

Requests captured by Meridian Voice arrive as structured tickets.

HOW IT WORKS

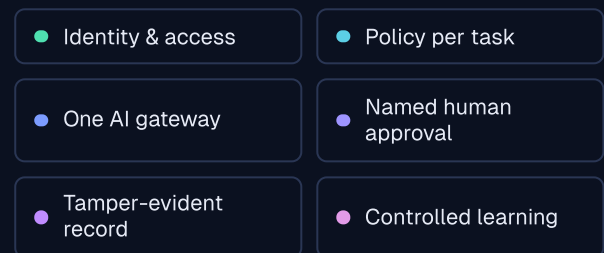


CONTROL BUILT IN

- ✓ Suggestions applied only by a person
- ✓ Source titles on every suggestion
- ✓ Named owner on every ticket
- ✓ Response and resolution timing recorded

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.



WHO IT IS FOR

IT, estates and business-support teams, and service managers who own response and resolution targets.

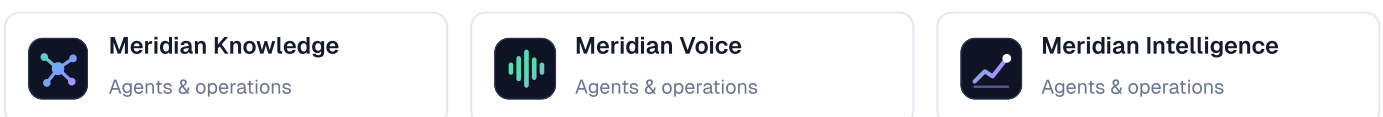
MEASURE THE PILOT



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



**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