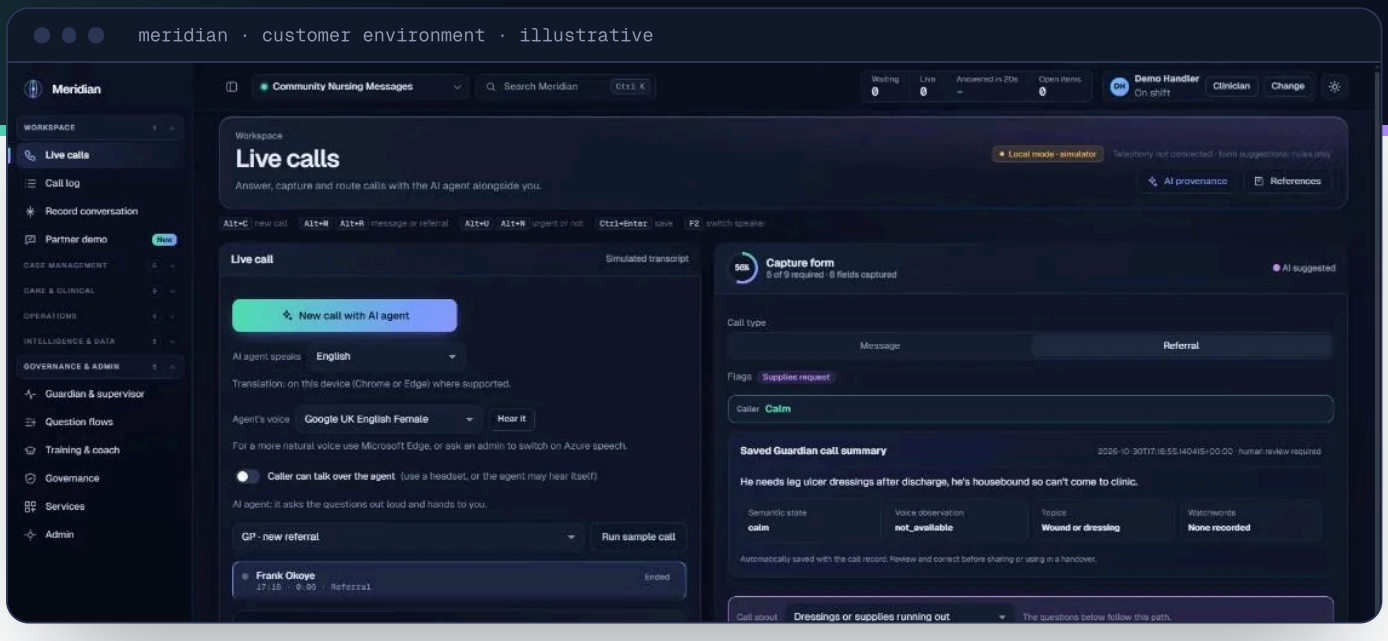
AGENTS & OPERATIONS

Meridian Voice

Answer every call. Capture it properly. Hand over with confidence.

An AI voice agent that follows your versioned script, fills in the capture form as the caller talks and flags every AI-filled field for a handler to check before anything is saved or routed.



THE PROBLEM

- Call handlers re-key the same details into several systems.
- Fluent transcripts hide missing information until it is too late.
- Nobody can show which script version or model shaped the record.

WHAT IT DOES

Scripted capture

Versioned questions and service configuration define what must be collected, and show what is still missing.

Live transcript

Speech and text adapters keep a running transcript beside the capture form.

AI-drafted fields

Registered model tasks draft notes and fields; each is flagged for human checking.

Pathway routing

Red-flag questions follow approved pathways and route to the right queue.

Reviewed handover

A handler approves the handover; delivery status is tracked separately.

Full provenance

Script version, model task and approver are kept with the record.

HOW IT WORKS

01 Configure
Service, script version, fields and destination.

02 Receive
A call enters the conversation runtime.

03 Capture
Speech and answers build the draft record.

04 Review
The handler checks fields and gaps.

05 Hand over
A person approves the next step.

CONTROL BUILT IN

- [x] Handler approval before save or routing
- [x] AI-filled fields visibly flagged
- [x] Versioned scripts with named owners
- [x] Delivery result recorded separately

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

Operational call handlers, service owners and technology teams running repeatable call journeys: messages, requests, referrals and bookings.

MEASURE THE PILOT

- Handling time including review
- Capture completeness
- Draft correction rate
- Misrouted calls

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 Listen
Agents & operations

Meridian Guardian
Agents & operations

Meridian Service Desk
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**

Scan: product page

This brief describes product capability and intended use. It is not a statement of clinical validation, regulatory approval or guaranteed outcomes. Scope, price and responsibilities are agreed in writing. Screens show synthetic data. © 2026 Reimea. All rights reserved.