

Autonomous audit on your support desk.

Director is an autonomous AI agent that works **like a manager inside your support operation**: it resolves problems before a ticket is ever opened, and **catches out-of-scope work and unbilled revenue before a record is closed**.

Audit / Closure control · July 14

Closure audit — this week

Every closed record scanned · scope, solution clarity and billing checks

Complete 128 records · 41 s

RECORDS AUDITED

128

closed this week

OUT-OF-SCOPE SUSPECTED

9

flagged as consulting

UNBILLED EFFORT

6

no time entry found

AVG. CONFIDENCE

93%

verified by a second check

TICKET	SUBJECT	TYPE	DECISION	CONF.	STATUS
#4712	Invoice rate differs from the contract rate	Product bug	—	0.94	clean
#4708	Year-end closing entries were regenerated	Consulting	billing leak	0.91	awaiting reply
#4703	Authorisation matrix was reconfigured	Consulting	should be billed	0.88	escalated
#4691	“Resolved following a phone call”	Unclear	clarification asked	0.72	awaiting reply
#4684	Stock cost variance report returns wrong figures	Product bug	—	0.96	clean
#4679	Integration service was reconfigured	Consulting	should be billed	0.95	approved

Your team solves dozens of problems every day. No system asks who that solution should be billed to.

What inflates your support cost is not the problems you solve: **it is the same question asked for the hundredth time, consulting delivered outside contract scope and never charged for, and the lost hours behind every record closed with a "fixed" note.**

Director follows every ticket from intake to closure — it resolves the ones with a known answer before they reach your team, flags out-of-scope work before closing, and tracks unbilled effort all the way to accounting.

No new support system to deploy.
No change to how your team works.
No one chasing reports at month end.

What changes on day one.

Director is not a chatbot, and it is not another support portal. It sits inside your existing support system, learns from your past records and steps in at three moments: **while the ticket is being written, while the consultant works, and when the record is closed.**

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Invoicing > Currency and rates

We found solutions that may help you

Before your ticket is created, we listed approved solutions for problems similar to yours.

The invoice rate field appears empty.

Even when the field looks empty, the current rate is held in the background — this is not an error.

⚠ AI can be wrong — take care when applying the suggested solution.

Invoicing in a currency other than the order currency.

Change the Invoice Currency field BEFORE creating the invoice; it locks afterwards.

☐ I read and applied the suggested solutions; my problem is not resolved.

✓ This helped — I won't open a ticket Create ticket

Tickets that are never opened

As the customer types the problem, Director searches your **expert-approved** solutions and offers ranked answers before a record is created. If one works, no ticket is opened; if none does, the customer continues with a single click. In the reference deployment **8–9 tickets a day close at this step** — without ever reaching the team. Every suggestion carries an “AI can be wrong” warning.

A pre-analysis note for the consultant

When a ticket really is opened, Director prepares an internal note **the customer never sees**: a summary of the problem, similar past records with their numbers, the likely root cause and a first reply draft ready to send. Research drops from minutes to seconds, and first-response quality **stops depending on who picks it up.**

support.yourcompany.com / internal note

#4712 · Pre-analysis note CONSULTANT ONLY

SUMMARY
On a manual supplier invoice the rate is pulled from the central bank rate instead of the contract rate.

SIMILAR RESOLVED RECORDS
#4120 · resolved #3877 · resolved #3612 · resolved

LIKELY ROOT CAUSE
The supplier card has rate type set to “daily”; the contract rate definition is not active.

FIRST REPLY DRAFT
Hello, could you check the “Rate Type” field on the supplier card? If the contract rate should apply, this field needs to be defined as contract...

⚠ AI can be wrong — verify before sending. This note is never shown to the customer.

support.yourcompany.com / new ticket

What do you need help with?

Invoicing and documents Accounting and finance

Sales and purchasing Stock, shipping, production

HR and payroll Reporting, system and other

Final step: add the details

Which environment? Version

PROD (live) 2026 R2

Can it be reproduced? Business impact?

Yes — every time Critical — work stopped

How can we reproduce it, step by step?

Manual supplier invoice screen → currency rate field

A ticket that opens with the right questions

A structured intake that starts with a category: environment, version, error code, reproduction steps, business impact. Your consultant **does not lose a day asking “which screen was it on?”** The category tree is not fixed either — uncovered tickets are analysed every month and new category suggestions go to a manager for approval. The system finds its own blind spots.

MEASURED IN THE REFERENCE DEPLOYMENT

70–80%

of tickets the AI can already answer

286

expert-approved cards shown to customers

17,600+

past solutions indexed for consultants

100,000+

work records indexed semantically (vector)

It asks the right question before closing.

In support operations revenue is not lost in big decisions but in small, quiet moments: out-of-scope work closed as support, a record that reads “fixed over the phone”, an hour that never reaches accounting. Director stops at exactly these three points.

You do not have an active support agreement. Your request will be treated as a consulting service.

Support Agreement Notice

If the review finds that your problem is not covered by your support agreement, an **additional consulting fee may apply**. By creating this ticket you accept this condition.

Information and attachments you share are processed only to resolve your request, under applicable data protection law.

☐ I have read and accept.

Accept and create ticket Cancel

New support records cannot be opened for this account. Please contact your account manager.

Scope and contract protection

Contract status is checked automatically at intake. A customer without a contract proceeds **knowing the work will be charged as consulting**; a customer blocked for payment cannot open a record at all and is routed to the right contact. Out-of-scope customers are not offered free solutions either. The consent text is stamped into the record — so at billing time the “**I didn’t know**” objection disappears.

Closure audit and escalation

“Resolved following a phone call” is not a solution record.

Director reads every closure request; if the explanation is unclear, or the work smells like consulting, it **goes back to the person closing the record** and asks them to make it explicit. If no answer comes, it escalates to their manager and then one level up. Managers always hold a **by-pass right** — the final call stays with a human, but now it is on the record, with its reason.

director / audit · #4691

#4691 · Closure audit

awaiting clarification

- Director → Consultant · 14:02**
The solution note is not clear (“resolved following a phone call”). Before closing, could you write what was actually done? This record may fall under consulting.
- No reply received · 16:30**
Record escalated to the team manager. Reason: scope suspicion 0.88, low solution clarity.
- Team manager · next day 09:15**
Work performed added: authorisation matrix reconfigured, 3 role definitions updated. **To be billed as consulting.**
- Decision · written to the record**

may be closed

will be billed

by-pass right not used

director / billing reconciliation

Time-entry reconciliation — this week 4 entries missing

TICKET	CUSTOMER / SUBJECT	STATUS	ASSESSMENT
#4703	Northline Metals Authorisation matrix · A. Y.	not entered	No paid entry found for the relevant day and person.
#4688	Harbour Logistics Integration redesign · M. D.	not entered	Entries exist on other projects; none of them mention this customer.
#4671	Vale Foods Year-end closing · S. K.	7 entries	Matching paid time entry verified.
#4655	Westbrook Textiles Report customisation · B. C.	not entered	Closed as “consulting”; no counterpart on the accounting side.

Billing reconciliation

Work marked “consulting” on the support side is **still not invoiced** if the consultant never filed a time entry. Director compares the two systems: for every paid record closed it looks for the matching day and person in your ERP or time-tracking system, and where it finds no evidence it flags “not entered” and writes the reason. **The leak becomes visible without waiting for month end.**

MEASURED IN THE REFERENCE DEPLOYMENT

8–9 / day

tickets resolved without being opened · ~185/mo

22

customer accounts under payment protection

100%

of paid closures reconciled daily

~2 USD / day

total model (LLM) cost of the entire audit

For every company that runs a support desk. *Runs inside your own system.*

Business teams see measurable gains from day one. Security, legal and IT teams get the transparency, controls and audit trail they need in order to sign off.

Value for every team

Without writing a single line of code, from day one.

Example use cases:

- **Support management**
Recurring problems, closure quality and person-to-person differences in answers all become measurable.
- **Finance and billing**
Out-of-scope effort and missing time entries are caught without waiting for month end.
- **Consulting and professional services**
Billable work closed as support turns back into revenue; leakage closes systematically.
- **Customer experience**
Known problems are solved in seconds; complex ones with ready context and fewer questions.
- **Knowledge management**
Every resolved record feeds the knowledge base; know-how accumulates in the system, not in individuals.
- **Team development**
Where each person gets stuck is visible in the data; training plans stop being guesswork.
- **IT and application management**
Which module generates how many tickets, and which errors keep recurring, is tracked in one place; improvement priorities follow the data.

Trust and control

Your infrastructure. Your model. Your data.

- **Works with your existing support system**
No portal replacement. It fits into your current flow over API and database.
- **Deployable on your own infrastructure**
Inside your own network, with no data leaving it. The model choice is yours: cloud or your own hardware.
- **Two separate knowledge pools**
Customers only ever see expert-approved solutions; the wider historical pool is open to consultants alone.
- **The final decision always sits with a human**
Every suggestion carries an "AI can be wrong" warning, and managers hold a by-pass right. No record ever closes on its own.
- **GDPR/KVKK-ready privacy notice**
The disclosure text is embedded in the ticket flow; customer consent is written into the record with a timestamp.
- **Measurable cost**
The model cost of every audit is reported per record. No surprise invoices.
- **Full audit log**
Every suggestion, every escalation and every by-pass decision is logged with user, target and time.

Free
2-week PoC

Start with a 30-minute scoping call.
Director is set up on your own support data and connects read-only. At the end of two weeks you receive **your measured leakage and automation report**.
No cost. No commitment.

[Book a 30-min slot →](#)

or reply to
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