

Resolve Inquiries Around the Clock.

An AI agent that answers — and a clean handoff when it shouldn't.

Mejona Technology LLP

From ₹29,999/month · Per-channel pricing · Free 30-day pilot

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Who it is for

Head of Support and CX leaders who want faster resolution without doubling headcount — and who care enough about quality to want a real human in the loop.

What it does

- Trained on your own website, PDFs, and SOPs — answers stay on-brand and accurate
- Web chat, WhatsApp Business, and email from one conversation layer
- Sub-second median first response — answers, not queue positions
- Automatic handoff to a human when confidence drops below your threshold
- Audit log of every conversation with confidence scores and source citations
- Integrates with Zendesk, Freshdesk, Intercom, and your own helpdesk

Built for production

- DPDP Act-compliant — consent capture, retention policy, deletion on request
- PII redaction at the model layer before prompts leave your perimeter
- Continuous evaluation against a held-out set of real tickets
- Rate limits, abuse detection, and prompt-injection guardrails

Get started

We run a free 30-day pilot on your real support data — no integration required. You get a written report on resolution rate, deflection, and customer satisfaction before you decide.

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AI Customer Care — Product Brief