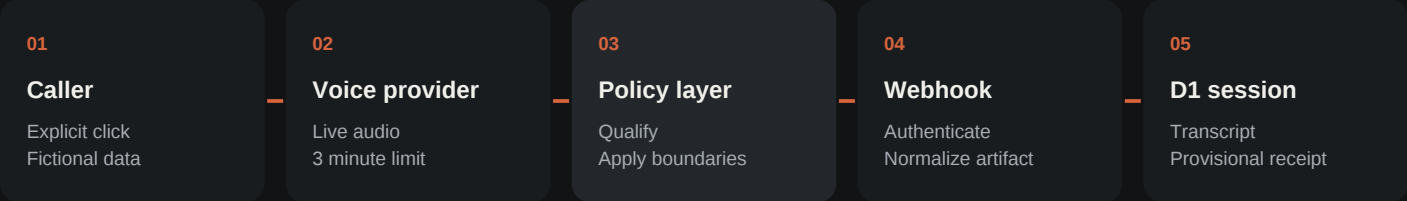


FieldRelay

by PrimeArcTech

A constrained call-recovery layer for home-service operators.

CALL PATH



Every outcome is provisional, sandboxed, or illustrative. The public demo performs no real booking, dispatch, transfer, estimate, or CRM write.

IMMUTABLE SAFEGUARDS

- Disclose the AI demonstration in the first turn.
- Never diagnose, provide repair steps, or give a firm estimate.
- Never promise service or confirm a real appointment.
- Danger stops routine intake and returns control to a person.
- System policy resists prompt-injection attempts.

DATA HANDLING

- Public sessions expire after 2 hours; pitch sessions after 24 hours.
- Cleanup deletes expired sessions after a 1 day grace period.
- Rate limiting retains only a salted IP hash, never a raw IP.
- Transcripts, names, emails, and ZIPs are prohibited from analytics.
- Public demo recording remains disabled.

PROVENANCE AND FAILURE BEHAVIOR

Provider	Sandbox	Illustrative
Authenticated end-of-call artifact	Stored fictional session	Audible scripted fallback

PRODUCTION LAUNCH GATES

- ☐ Rotate exposed Vapi private key
- ☐ Connect and verify audit webhook
- ☐ Approve legal copy and call consent
- ☐ Supply founder and company details
- ☐ Configure hosted secrets and domain