

EmbedCare is a white-label telehealth platform. In about six weeks its president, Nate, built a system where every conversation the company has lands in one private, versioned store. Scheduled AI routines read that store and do the day's operating work: they file records, draft tickets and replies, bill signed contracts, keep the CRM current, prepare the daily meeting and watch for errors and privacy leaks. The few decisions that need a person reach Nate's phone with Send, Hold and Skip buttons.

FOUR LAYERS

1

Capture
Email, meeting notes, call transcripts, Telegram, accounting reports, portal events and bookings land in the store automatically. Duplicates are removed, credentials redacted, and every change is scanned for secrets.

2

Index and records
A build job turns the raw files into an index, a list of every promise anyone made with its due date, and one record per client.

3

Operate
About forty scheduled routines and jobs on a day clock from 06:00 to 19:30. Each has one job and leaves a file the next one reads.

4

Guardrails
Output checks with a deadline per job, an error watch, a daily privacy scan, and nightly snapshots so any change can be rolled back.

ONE ORDINARY WEEKDAY

06:00

Call transcripts and the chat digest filed

06:15 to 06:50

Email filed, index rebuilt, promises nudged

07:15 to 07:20

Meeting notes to the CRM, promises extracted

07:30 to 07:45

Ticket drafts, privacy scan, error check

08:00

A signed contract is billed, untouched by hand

08:30 to 08:53

Agenda built, pitches answered in draft

09:00

Five drafts reach Nate's phone

14:00 to 14:20

Accounting reports, overdue invoices

16:00 to 18:00

Contracts again, tickets, an account update

19:30

New leads become CRM deals with owners

Nothing reaches a client without a human tap.
Filing, indexing, CRM upkeep and invoice instructions to the company's own accounting team run on their own. Every message to a client or partner stays a draft until Nate taps Send.

THE NUMBERS

45

routines, feeds, jobs and loops

1,000+

Telegram messages captured in the last 7 days

1,000+

items indexed since late July 2026

500+

commitments tracked, each with an owner and a due date

FIVE RUNTIMES

- Cloud AI routines on a schedule, each with a written playbook
- A no-code automation platform for the feeds into the store
- GitHub Actions that rebuild the index on every push
- An always-on Telegram bot for capture, checks and taps
- Two small connectors for reading and writing the store

WHAT IT IS NOT YET

Capture

Every channel lands in one versioned store, deduplicated, redacted and scanned.

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Operate

Real work ships daily, but every approval goes through one person and nothing measures cycle times yet.

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Serve

It answers Nate, not yet the team or clients. Client questions are still answered by hand.

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BEING BUILT NEXT, IN ORDER

- Client records, finished.** Routines write to one record per client instead of re-deriving it.
- Status answers for the team.** "Where is this client" answered from stored answers, approved by an account manager.
- The metrics layer.** Reply times, signed to live and overdue promises per owner, computed so they trend.