

- OpsCrew

A crew of AI agents that answers your front door and runs your back office.

If you run IT support in Asia, you know the shape of the day: the front desk never stops ringing, the alerts never stop firing, and the same problems come back next week. OpsCrew is a team of AI agents that takes that work off your people — answering callers in English or 中文, turning alert noise into incidents, and writing the briefs and reports you never have time for. **One platform, every client, fully isolated.**

LiveKit · Deepgram Nova-3 · Claude Sonnet 4.6 · ElevenLabs

FastAPI · PostgreSQL/pgvector · Next.js 14

MCP / agentUI tool surface

You're being pulled in three directions at once.

The front desk never sleeps

Resets, VPN, “is email down?” — around the clock, and half of it in 中文. Your L1 team burns out, the after-hours calls roll to voicemail, and the SLA clock keeps running while everyone's asleep.

Alerts aren't answers

Zabbix, Prometheus, Cloud Eye and eSight throw thousands of alerts a day. Someone still has to sit at 3am and work out which ones are actually the same incident — then write it up afterwards from memory.

The same fire, every month

That gateway has flapped five times now, but nobody's had a free afternoon to find out why. Handover notes get thinner as the week gets harder. And the client still expects a tidy SLA report on the first.

None of this is hard because your people aren't good. It's hard because it's **relentless, repetitive and language-heavy** — which is exactly the kind of work you can hand to an agent.

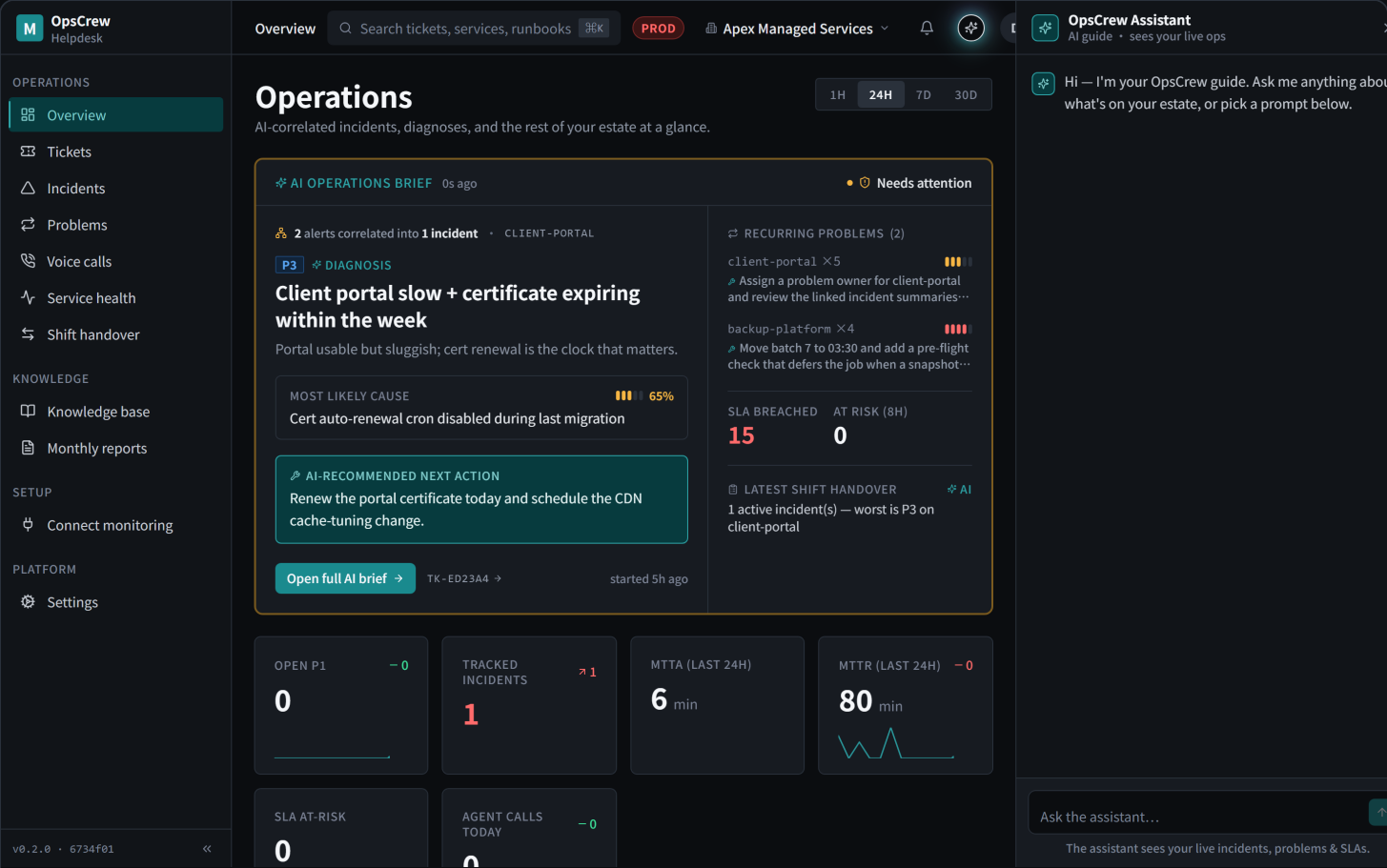
Think of it as a team you don't have to hire.

Each agent owns a job a person on your team is doing today. They're not scripted bots — they reason over your live data, and a human stays in the loop wherever it matters.

- **The front desk** picks up — by voice or chat. It checks who's calling, looks at what's already broken before it troubleshoots, opens the ticket, resets the password, books the callback, and warm-transfers to on-call when a human is needed.
- **The correlator** watches the alert firehose and, every minute, quietly folds the noise into real incidents.
- **The incident analyst** writes the brief you'd have written — what's affected, what changed, what to do next — with ranked causes and the evidence behind each one.
- **The remediator** suggests the fix from your runbooks. Your engineer approves it; anything destructive is blocked outright; everything is logged.
- **The problem manager** notices when something keeps breaking — “this gateway has flapped five times this month” — and proposes a permanent fix instead of another patch.
- **The shift scribe** writes the handover so your night team starts knowing exactly what to watch.
- **The account manager** produces the monthly service report — SLA, MTTR, the incidents that mattered — the one you usually build by hand on a Friday.

They all share one tenant-scoped tool surface — the same whether you reach them by phone, through the console, or over MCP.

The dashboard opens with the answer, not a wall of charts.



AI writes the verdict

Most-likely cause with a confidence score, the recommended next action, and a one-click “open full AI brief.”

Correlated, not raw

“2 alerts correlated into 1 incident” — the noise is already collapsed.

Explainer agent, built in

The right-hand guide answers “what’s on fire and why” in plain language — EN or 中文.

From firing alert to permanent fix.

OpsCrew
Helpdesk

OPERATIONS

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Problems

Voice calls

Service health

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PROD

Apex Managed Services

D

Incidents

Live alerts from your monitoring stack. Same-key alerts deduplicate automatically; correlation + auto-ticket creation are next.

FIRING NOW

2

ACKNOWLEDGED

0

RESOLVED · 24H

0

BY SEVERITY (ACTIVE)

0 P1 0 P2 2 P3 0 P4

Active incidents

1 CLUSTER · TRACKED FIRST

P3 CLIENT-PORTAL

Client portal slow + certificate expiring within the week

2 alerts correlated · 5h ago

LIKELY CAUSE

Cert auto-renewal cron disabled during last migration

65%

AI NEXT ACTION

Renew the portal certificate today and schedule the CDN cache-tuning change.

AI-DIAGNOSED

TK-ED23A4

Open

Alert volume · 24h

STACKED BY SOURCE

4

3

2

Incidents · AI brief + ranked causes

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Problems

Recurring failure patterns detected across incident clusters — what keeps breaking, how often, and the recommended permanent fix. An incident is tonight's fire; a problem is the reason it keeps reigniting.

Problem records

Detect now

P3 client-portal

PB-644A1F · 5x · Investigating

P1 backup-platform

PB-E45BAA · 4x · Investigating

PB-644A1F

Recurring client-portal incidents — 5x in 30d

Regenerate root cause

5 OCCURRENCES

Jun 3 FIRST SEEN

Jun 21 LAST SEEN

Investigating STATUS

ROOT-CAUSE HYPOTHESIS 50% CONFIDENCE

client-portal has clustered 5 times in 30 days — independent triage each time, no shared fix applied between occurrences.

RECOMMENDED PERMANENT FIX

Assign a problem owner for client-portal and review the linked incident summaries for a common trigger.

CONTRIBUTING FACTORS

* Recurring incident clusters on the same service

* No permanent fix applied between occurrences

EVIDENCE

5 incident clusters in 30 days

Same failure signature in correlated alerts

LINKED TICKETS

TK-ED23A4

Problems · recurring-pattern root cause

05 · PRODUCT — INCIDENTS & PROBLEMS

OPSCREW

Executive reports & live service health — one click.

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MONTHLY REPORTS

Executive service reports

One-click monthly service review for the active tenant — SLA attainment, MTTR, incidents, recurring problems, and AI recommendations. The PDF is the artefact you send the client.

June 2026

May 2026

April 2026

March 2026

February 2026

January 2026

Download PDF

Apex Managed Services — June 2026

97.1%

SLA ATTAINMENT

42

TICKETS OPENED

34

TICKETS RESOLVED

587m

MTTR (MEDIAN)

11

INCIDENTS

36

VOICE CALLS

Notable incidents

DATE	SEV	SERVICE	ALERTS	SUMMARY
01 Jun	P1	backup-platform	4	backup-platform P1 incident — 4 correlated alerts, resolved in 169 min
14 Jun	P1	backup-platform	2	backup-platform P1 incident — 2 correlated alerts, resolved in 45 min
07 Jun	P2	backup-platform	6	backup-platform P2 incident — 6 correlated alerts, resolved in 80 min
13 Jun	P2	rmm-agents	6	rmm-agents P2 incident — 6 correlated alerts, resolved in 44 min
01 Jun	P3	psa-tools	4	psa-tools P3 incident — 4 correlated alerts, resolved in 146 min
07 Jun	P3	noc-monitoring	3	noc-monitoring P3 incident — 3 correlated alerts, resolved in 138 min
14 Jun	P3	client-portal	6	client-portal P3 incident — 6 correlated alerts, resolved in 132 min
20 Jun	P3	client-portal	2	Client portal slow + certificate expiring within the week

Monthly service report (PDF) — SLA · MTTR · AI recs

Recommendations

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SERVICE HEALTH

Service health

The services this helpdesk tracks. Live status overlays your configured list when an active alert cluster matches a service's key — see "Connected" badges below for who's wired up.

Live status

4 / 5 OPERATIONAL · 1 LIVE

How this is computed. Operator-maintained list of 5 services. 1 currently auto-derived from a live alert cluster (correlation engine, last 24h); 4 read from the fixture.

NOC Monitoring Stack

noc-monitoring

Last incident 7d ago

Operational

FIXED

Client Portal

client-portal

P3 · Client portal slow + certificate expiring within the week · started 5h ago

Degraded

LIVE

PSA / Ticketing Tools

psa-tools

Last incident 8d ago

Operational

FIXED

Backup Platform

backup-platform

Last incident 17d ago

Operational

FIXED

RMM Agent Fleet

rmm-agents

Last incident 9d ago

Operational

FIXED

Live-derived statuses come from correlated alerts in the last 24h. Need to wire up another source? [Connect a monitoring tool](#) →

Configure

Configured 5

Catalog 76

Discovered 0

🔍 NOC Monitoring Stack

🔍 Client Portal

DEGRADED Client Portal

client-portal · internal

Callers speak. In their language. 用他们的语言。

- Ten languages, and each one gets a real native-speaker voice — not a single English voice doing an accent. Your callers won't wince.
- It understands numbers the way people actually say them — phone, ticket and MFA codes — even when the caller switches language mid-sentence.
- Everything the front desk does over chat, it does on the phone too: verify identity, check what's down, raise a ticket, book a callback, hand off to a human.
- Prefer to drive it from your own tools? The same surface is there over MCP — Claude Desktop, Cursor, agentUI.

Try it yourself

Public self-service reporting page — report an issue by chat or voice, in any of ten languages. No sign-in.

opscrew.agentnursery.ai

[English](#)[中文](#)[日本語](#)[한국어](#)[Español](#)[+5](#)

In Asia, staffing a bilingual desk around the clock is the expensive part. Here it's just how it works out of the box.

Your people report an issue the way they prefer.

Tell us what's going on by chat or voice. We'll check whether it's already a known issue, log it for an engineer, and follow up at the contact you give us.

LANGUAGE

English English

Mandarin 中文

Japanese 日本語

Korean 한국어

Spanish Español

French Français

German Deutsch

Hindi हिन्दी

Portuguese Português

Italian Italiano



Chat with us
Type your issue. Best on any device — no microphone needed.

SELECTED



Talk to us
Speak your issue hands-free in your language. Great when you're away from the keyboard.

Chat with IT support
Describe what's wrong. We just need a way to reach you back.

YOUR NAME

EMAIL

PHONE (OPTIONAL)

Sam Tan

sam.tan@meridianpay.example

+65 9123 4567

We'll send your reference and any reply to your email or phone — give at least one.

Hi — I'm the OpsCrew IT assistant. Tell me what's going wrong and I'll help log it for an engineer. What's happening?

My VPN keeps dropping every few minutes and I can't reach the internal portal.

Let me check right away if there's a known issue with the VPN!No active VPN incidents are showing on our board right now, so this looks specific to your connection and worth investigating properly. I have your details as Sam Tan (sam.tan@meridianpay.example), so let me go ahead and log this for you!You

✓

Report logged
TK-A9D5F3
An engineer will follow up at sam.tan@meridianpay.example. Keep this reference handy.

Chat — AI triages, checks live incidents, logs the ticket

What's happening: e.g. I can't connect to the VPN since this morning.



It actually files the ticket

The AI confirms contact details, checks if it's a known incident, then logs a real ticket and hands back the reference — no form, no queue.

Chat or voice, same crew

One page, two ways in. The typed agent and the phone agent share the same tools and ten native languages.

Built for the public

No sign-in. Clean by default — the operator/debug view is tucked behind a toggle.

08 · PRODUCT — SELF-SERVICE REPORTING

OPSCREW

The agent worked the phones. Here's the receipt.

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Voice calls

Every call the agent answered. Click a row for full transcript and tool stream.

65 CALLS

RESOLUTION

SELF-RESOLVED

ESCALATED

CALLBACK

ABANDONED

HANDOFFS ONLY

CALL	LANG	INTENT	CALLER	RESOLUTION	SEV	DURATION	STARTED
CALL-15971CD0	EN	password_reset	Apex NOC	ESCALATED	P3	2m 56s	6h ago
CALL-9F2DABC3	EN	status_check	Mei Fong	SELF-RESOLVED	P1	4m 52s	6h ago
CALL-541C91C1	ZH	status_check	方美仪	SELF-RESOLVED	P2	5m 47s	6h ago
CALL-52A4FA34	EN	status_check	Raj Patel	ESCALATED	P2	5m 45s	6h ago
CALL-6A3AC0B5	EN	status_check	Raj Patel	SELF-RESOLVED	P2	8m 58s	6h ago
CALL-46A073F2	ZH	password_reset	Hana Kim	SELF-RESOLVED	P2	4m 33s	6h ago
CALL-8E9C548C	EN	status_check	Raj Patel	ABANDONED	P2	3m 1s	6h ago
CALL-D4654D90	EN	password_reset	Mei Fong	SELF-RESOLVED	P2	5m 15s	6h ago
CALL-70B64415	ZH	status_check	方美仪	SELF-RESOLVED	P2	1m 18s	6h ago
CALL-9F1BEE6E	EN	ticket	Hana Kim	SELF-RESOLVED	P2	2m 30s	6h ago
CALL-45D2FB4F	EN	password_reset	Hana Kim	SELF-RESOLVED	P3	4m 46s	8d ago
CALL-4BAAFB47	EN	ticket	Raj Patel	ESCALATED	P3	5m 8s	8d ago
CALL-5B3AB88A	ZH	ticket	Apex NOC	ESCALATED	P3	6m 32s	8d ago
CALL-9F8F1B9F	EN	password_reset	Apex NOC	SELF-RESOLVED	P1	4m 37s	8d ago
CALL-237F52A8	ZH	password_reset	张安然	SELF-RESOLVED	P2	1m 30s	9d ago
CALL-130410C1	EN	password_reset	Raj Patel	ABANDONED	P3	2m 49s	9d ago
CALL-430CF0B7	EN	password_reset	Owen Cheung	ESCALATED	P2	1m 45s	10d ago

Voice calls – lang · intent · resolution · severity

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SHIFT HANDOVER

AI-generated end-of-shift digests — what fired, what resolved, what the incoming crew must watch. Generate one at the end of every shift and paste the markdown into your handover channel.

Digests

Generate now

1 active incident(s) — worst is P3 on client-p...
Jun 21, 12:08 AM → Jun 21, 08:08 AM

1 active incident(s) — worst is P3 on client-p...
Jun 20, 11:57 PM → Jun 21, 07:57 AM

1 active incident(s) — worst is P3 on client-p...
Jun 20, 11:52 PM → Jun 21, 07:52 AM

1 active incident(s) — worst is P3 on client-p...
Jun 20, 11:49 PM → Jun 21, 07:49 AM

1 active incident(s) — worst is P3 on client-p...
Jun 16, 02:55 PM → Jun 16, 10:55 PM

1 active incident(s) — worst is P3 on client-portal

Copy markdown

2 alerts fired; 0 incident(s) resolved; 5 tickets opened and 5 resolved during the window.

2

ALERTS

1

INC. OPEN

0

INC. RESOLVED

5

TICKETS IN

5

TICKETS DONE

WATCH ITEMS FOR THE NEXT SHIFT

Watch P3 incident on client-portal (2 alerts, ticket TK-ED23A4)

Ticket TK-5B65FE (P3) SLA BREACHED

Ticket TK-365B47 (P3) SLA BREACHED

15 ticket(s) already past resolution SLA.

Shift handover – one-click AI digest + watch-list

Built tenant-first — not a single-tenant app with a column bolted on.

- Every business table carries `tenant_id`; every request resolves its tenant **from credentials**, never a process-wide env var.
- **API key** `ock_...` (sha256 at rest, revocable) for MCP & integrations.
- **Session + membership** — one operator, many tenants, one-click switch in the topbar.
- **Webhooks & voice** carry `?tenant=<slug>`; one worker fleet serves everyone.

The MSP unlock

One **apexmsp** login manages many client tenants. Each client gets isolated data, its own SLA reports, its own status page — from a single console and a single deployment.

• apexmsp · MSP

• meridianpay · SG fintech

• 上海 huading · mfg

OpsCrew

— agentic IT helpdesk & operations · architecture

MULTI-TENANT · BILINGUAL EN / 中文 · BUILT FOR MSPs & IT TEAMS ACROSS ASIA

CHANNELS IN

 Voice front desk

Caller speaks EN or 中文 · MFA step-up
LiveKit · Deepgram Nova-3 · ElevenLabs

 Text desk (MCP)

Claude Desktop · Cursor · agentUI
FastMCP HTTP/SSE · ock_ API keys

 Monitoring webhooks

Zabbix · Prometheus · ELK
Huawei Cloud Eye · eSight · ManageOne
+ generic JSON · ?tenant=<slug>

The crew · AI agents (Claude Sonnet 4.6)

EVERY AGENT IS TENANT-SCOPED — RESOLVED FROM CREDENTIALS, NOT ENV

Front desk

Verify identity · check live incidents
first · file/update tickets · reset pwd
book callbacks · warm handoff to on-call

Correlator

Cluster firing alerts → incidents
every 60s · dedupe · promote
auto-resolve

Incident analyst

AI brief: headline · scope · timeline
ranked causes w/ evidence · post-mortem
Slack war-room · PagerDuty/Opsgenie

Remediator

Proposes SSH runbook commands
engineer approves · deny-patterns block
destructive cmds · full audit trail

Problem manager

Detects recurring patterns across weeks
opens problem records · AI root-cause
hypothesis + recommended permanent fix

Shift scribe

One-click AI shift-handover digest
fired / resolved / watch-list
built for follow-the-sun teams

Account manager

One-click executive monthly service report (PDF): SLA attainment · MTTR · top incidents ·
recurring problems · AI recommendations — the artefact an MSP sends its client.

agentUI / DPP tool surface

ops_health_check · incident_timeline · ask_knowledge_base · it_support_intake
shift_handover_brief · problem_review · monthly_service_report → rich panels

AI engines

Anthropic Claude — briefs, causes,
post-mortems, handovers, reports
OpenAI embeddings · KB vectors

Knowledge base

pgvector RAG · runbooks · articles
citations with relevance scores
coverage gap detection

PLATFORM

FastAPI backend

SQLAlchemy 2 async · Alembic
APScheduler (60s correlate · cron)
web · agent · mcp services

PostgreSQL + pgvector

Every business row carries tenant_id
incidents · tickets · problems · KB

Admin console

Next.js 14 · Tailwind · dark-first
Overview · Incidents · Problems
Services · Shift handover · Reports
Magic-link auth · tenant switcher
opscrew-admin.agentnursery.ai

ACTIONS OUT

Notify & act

Slack war-rooms · PagerDuty · Opsgenie
signed email acks (Resend)
SSH remediation (gated + deny-listed)
ITSM adapters: ServiceNow · Jira ·
Freshservice · ManageEngine (stubs)

Per-client deliverables

Public status page (per tenant)
Monthly service-report PDF
Shift-handover digest (markdown)

Two beachhead buyers, one platform.

● PRIMARY · MSPs in Asia

Managed Service Providers

You're running IT for a stack of SME and mid-market clients, and margin lives in how many you can serve per engineer. One console, one deployment, every client kept separate.

Where it pays off: you cover after-hours in two languages without adding headcount, the monthly client reports write themselves, and each engineer can carry more accounts.

● PRIMARY · Enterprise IT / NOC

In-house IT & Network Operations

You've got a NOC in Greater China or SEA, a 中文-first user base, and an MTTR number you'd like to move. The bottleneck is triage and diagnosis at 2am, not effort.

Where it pays off: fewer calls reach a human, the ones that do arrive already diagnosed, the repeat offenders finally get root-caused, and your desk speaks your users' language.

Secondary: BPO/ITES help desks · regional cloud resellers (Huawei/Aliyun ecosystem) · internal platform teams adopting MCP/agentUI.

Agentic by design, Asia by default, honest by construction.

It actually reasons

This isn't a decision tree with a chat skin. The agents read your live data and work the problem. And if the AI is ever unavailable, they fall back to sensible defaults rather than going dark.

It speaks Asia

English and 中文 are equals here — in the voice, the UI and the reports. It reads Huawei Cloud Eye, eSight and ManageOne as happily as Zabbix or Prometheus, and it can run in Aliyun HK or on your own metal.

It stays in its lane

Identity is verified, dangerous commands are blocked, every action is logged, and tenants never see each other. The AI suggests; a human signs off on anything that bites.

LANGUAGES

10

native-speaker voices

CORRELATION

60s

alert → incident loop

CHANNELS

3

voice · MCP · console

TENANCY

∞

tenants / deployment

Walk the live product in five minutes.

- 1 Admin console** — `opscrew-admin.agentnursery.ai`. Magic-link sign-in (we allow-list your email; ask us). Land on the **apexmsp** MSP view.
- 2 Switch tenants** in the topbar — apexmsp → meridianpay (SG fintech, live P1) → 上海 huading (中文-first, live P2). Same login, isolated data.
- 3 Open the AI brief** on Overview, drill into an Incident's ranked causes, see a Problem's root cause, generate a Monthly report.
- 4 Report an issue** — `opscrew.agentnursery.ai`. Pick a language, then report by chat or voice and watch the AI log a real ticket.

Links

Console:

`opscrew-admin.agentnursery.ai`

Report an issue (chat + voice):

`opscrew.agentnursery.ai`

MCP endpoint:

`opscrew-mcp.agentnursery.ai/sse`

Sandbox is seeded with 30 days of Pan-Asia demo data and refreshes daily. For hands-on console access, send us the email to allow-list.

Open the console →

Try chat + voice reporting

- OpsCrew

Answer the front door.
Run the back office.
Across Asia, in any language.

`opscrew-admin.agentnursery.ai`

`opscrew.agentnursery.ai`

`opscrew-mcp.agentnursery.ai/sse`