



MIAREC COMPANY PROFILE

 1999 S Bascom Ave., Suite 928, Campbell, CA 95008, USA

 +1 408 580 0150

 sales@miarec.com

 www.miarec.com

About MiaRec

MiaRec is a global provider of automated quality management and conversational intelligence solutions that enable businesses to maximize contact center efficiency, improve customer experience and drive digital transformation by transforming inaccessible call center data into valuable customer behavior and sentiment insights — all while being compliant, secure, and reliable!

Founded in 2007 by Gennadiy Bezko, the Campbell, CA-based company serves more than 1,000 healthcare organizations, financial institutions, government agencies, and other customer-first-oriented companies in 56 countries. In addition, MiaRec provides our network of channel partners with value-added solutions for their customers.

MiaRec solutions offer a powerful combination of easy management, reliability, and rich functionality. MiaRec is compatible with leading business telecommunications systems, including Cisco, Avaya, Five9 and Microsoft Teams.



Customers

1,000+

MiaRec is successfully deployed at more than 1,000 corporate customers worldwide.

Countries

56+

MiaRec provides call recording, quality management, and voice analytics in 56 countries.

Deployment

~ 12h

Available for full deployment and configuration in the cloud or on-premise within hours.

Compatibility Partners

AVAYA

CISCO

Five9



Microsoft Teams

twilio

Our Products

In today's customer experience (CX)-driven economy, understanding your customers' behavior and sentiment is more important than ever. Businesses are drowning in customer data generated by contact centers, yet are starving for insights because the data is inaccessible.

MiaRec's Contact Center Intelligence platform not only records customer interactions compliantly and securely but enables contact centers to maximize efficiency and enhance the relationship between company and customer with state-of-the-art Voice AI and machine learning. MiaRec products help contact centers do more with less so leaders spend less time looking for issues and spend more time solving them.

Call Recording & Compliance

MiaRec's compliant, secure, and reliable Call Recording software is the foundation of our Contact Center Intelligence Platform.

- 256-bit encryption & full audit trail
- File integrity checks (watermarking)
- Optional Automatic Recording Announcement for Cisco platforms
- Centralized multi-site call recording (WFH)
- Role-Based Access Control
- ... and much more.

Automated Quality Management

Monitor your (remote) agents' calls, evaluate their performance, and report on your quality improvements in real-time with MiaRec's Quality Management and reporting solutions.

- Live monitor single calls or continuously
- Evaluate agent performance within MiaRec
- Comprehensive QA reporting & dashboarding with custom configurations for both managers and agents

Voice Analytics

MiaRec's AI-based Voice Analytics make it easy to unlock the full potential of your contact center data — helping win back time, revenue, and effort.

- Automatic extraction of keywords to spot competitors and other brand names, etc.
- Categorization by topics (e.g., returns, shipping issues, cancel subscription) and trend analysis
- Customer/agent sentiment analysis
- Automatically scoring agent performance
- ... and much more.

Screen Recording

MiaRec Screen recording provides complete visibility into customer interactions and enables managers to ensure compliance, detect fraud, and prevent unproductive behavior regardless of agent location.

- Capture multiple screens in high quality
- Define flexible recording retention rules
- Manage the quality of screen recordings to meet your storage and business needs

[Book Demo](#)[Start Trial](#)

Our Team Values

Here at MiaRec, we believe that team values and culture are crucial parts of nurturing the success of any company.

When executives, managers, and employees come together in unity, they achieve more than they ever could separately. This effect is magnified by cross-team collaboration while ensuring every employee is heard, valued, and respected.

We also believe that it is vital to embrace change and engage in dialogue, while performance, growth, and loyalty are fostered through meaningful opportunities for learning and mobility.



Gennadiy Bezko

Founder &
Chief Executive Officer



Tatiana Polyakova

Chief Operating
Officer



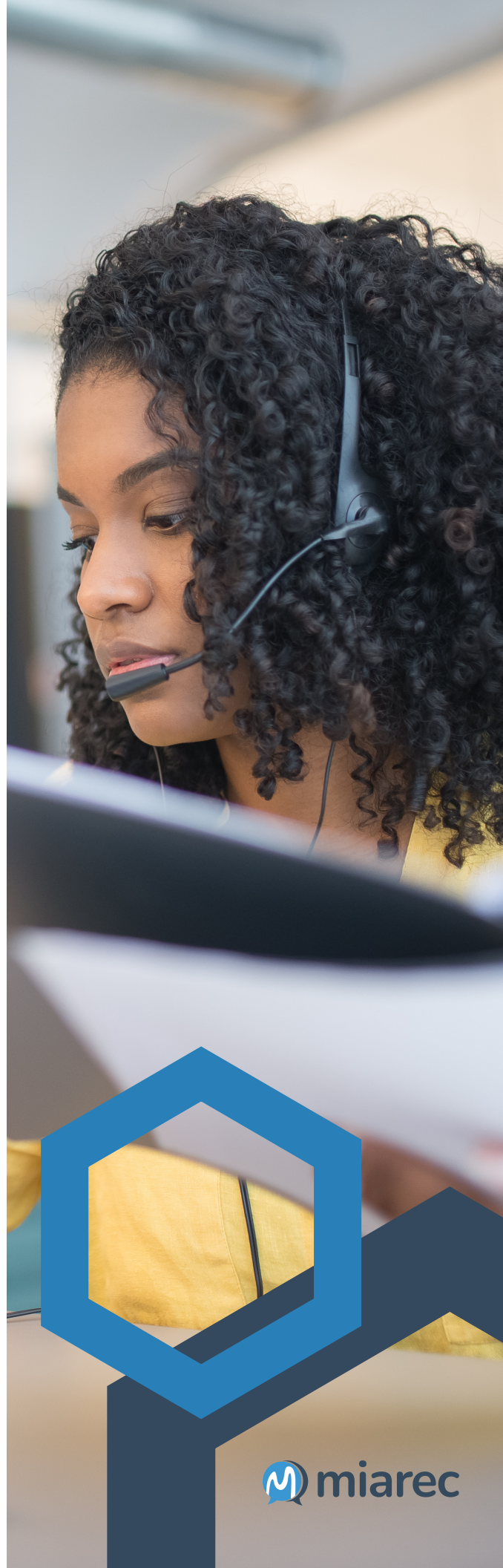
Anthony Perez

Manager, Marketing &
Business Development



John Ortiz

Manager, Sales



Our Customers

MiaRec sells both directly and through our network of trusted channel partners to small, medium, and large healthcare organizations, financial institutions, government agencies, and other companies that have a contact center with 50+ agents. Typically, our customers' primary concern is providing the best possible customer experience and improving contact center efficiency. They value MiaRec's ease-of-use and fast deployment times, as well as our outstanding support that extends well beyond the initial ramp-up.



[Request Quote](#)

Stronger Together: MiaRec Is Proud Of Its Strong Channel Ecosystem

In addition, MiaRec forms strategic alliances with selective channel partners who are looking to provide their customers with high-quality call recording, quality management, and voice analytics solutions as a value-add to their services.

[Become A Partner](#)