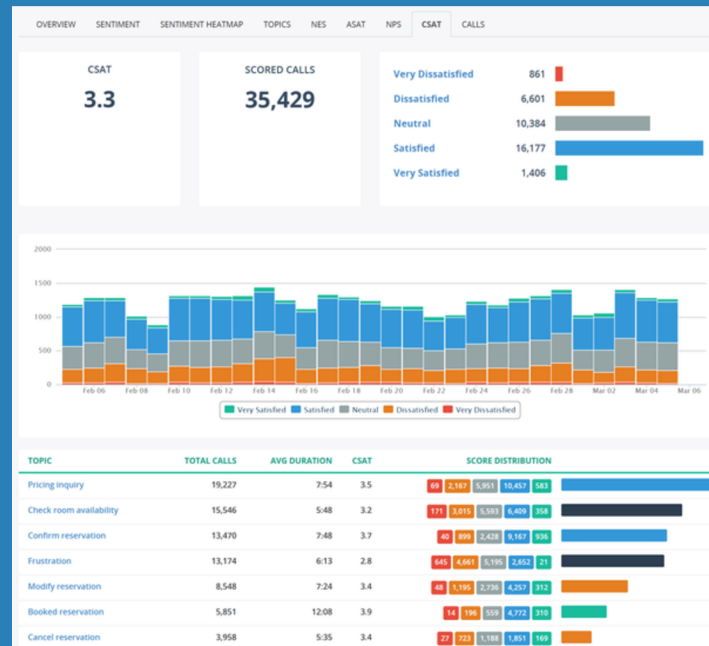


AI Contact Center Insights You Can Trust

Whether you want to use Generative AI to automate your QA processes, use advanced AI to transform your large contact center into a Center of Excellence, or gain sophisticated CX and Business Intelligence to drive revenue, MiaRec is the future-proof solution that matures with you.

MiaRec's Conversation Intelligence platform is built on native AI technology, including context-aware Generative AI, resulting in highly accurate insights you can base business decisions on.



CHALLENGES

- Manual QA processes are too labor-intensive to be scalable, resulting in minimal visibility.
- Post-call surveys often suffer from low participation rates and bias, resulting in inaccurate and misleading information.
- Limited visibility into customer sentiment, objections, and churn signals leaves you exposed and vulnerable.
- VOC and CX insights are scarce, fragmented, and unreliable.
- Disconnected systems that slow down decision-making and impact quality.

25%

Improvement in
CSAT & NPS scores

30%

Reduction in
Customer Effort

95%

Faster Identification
of Churn Risk

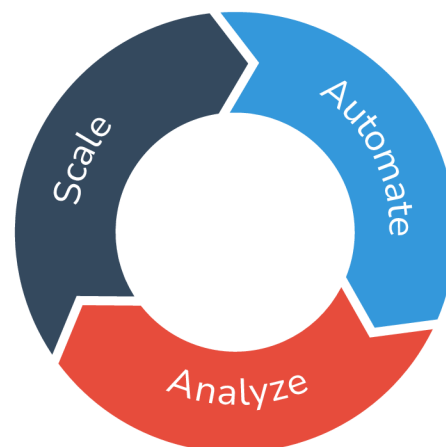
BENEFITS

- Drive continuous improvement with timely, actionable insights
- Reduce churn and improve CX
- Improve agent performance with efficient coaching workflows
- Align sales, service, and QA teams around shared insights
- Make smarter decisions with complete visibility into every interaction

SOLUTION

Enterprise-Ready AI Conversation Intelligence That Grows With You

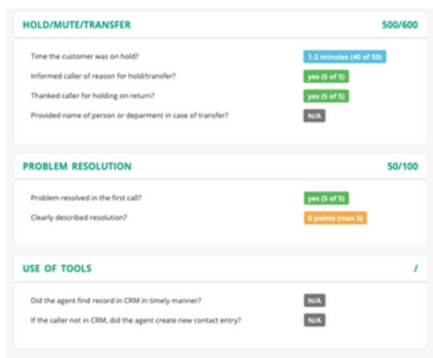
With MiaRec, you can strategically implement and scale conversation intelligence within your organization. First, automate your QA processes and gain visibility into 100% of your calls. Then, gain actionable insights with KPIs and metrics. Finally, scale AI-driven CX and Business Intelligence to drive revenue.



1 Automate

Automate your Quality Assurance with **MiaRec Auto QA** to gain full visibility across 100% of your relevant calls. MiaRec will not only ensure that your calls are recorded, transcribed, and searchable, but also automatically evaluate your calls based on custom AI scorecards.

The result: Eliminate blind spots and identify and address potential vulnerabilities such as non-compliance, script deviations, and risk signals.



2 Analyze

MiaRec Voice of the Customer (VOC) calculates and tracks key metrics like CSAT, NPS, and NES using advanced AI. Truly understand what is behind the score with context-aware Generative AI-powered sentiment analysis, topic analysis, and root cause analysis.

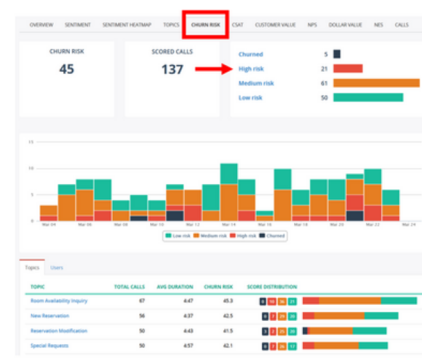
The result: Easily pinpoint gaps in training, adjust standard operating procedures, refine knowledge bases, and share feedback across the organization.



3 Scale

MiaRec CX & Business Intelligence analyzes your customer interactions to uncover missed revenue opportunities, identify about-to-churn customers, reveal operational efficiency gaps, tracks marketing campaigns, and much more - all without an expensive data analyst.

The Result: Uncover hidden revenue potential, reduce churn risk, and optimize operations. Scale insights beyond CX to drive strategic planning and business decisions.



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Want to learn more?

Scan the QR code or visit
<https://info.miarec.com/demo> to
schedule a personalized product demo.

