



CONVERSATION INTELLIGENCE

BEST-OF-BREED CONVERSATION
INTELLIGENCE & AUTO QA FOR
CONTACT CENTERS

ABOUT US



MiaRec is a global provider of automated quality management and conversation 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!

The Silicon-Valley based company serves more than 1,000 healthcare organizations, financial institutions, government agencies, and other customer-first-oriented companies across 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, Five9, Microsoft Teams, and more.

WHAT DO WE DO?

MiaRec 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.

69% 

Increase Customer Satisfaction by 69%

98% 

98% User Happiness

CONVERSATION ANALYTICS

MiaRec's Conversational 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.

Compatibility Partners



CALL RECORDING

Compliant, secure, and reliable call recording you can trust.



SCREEN RECORDING

Complete visibility into your agent and customer interactions.



QUALITY MANAGEMENT

Modernize your QA workflows and scale your evaluation program to 100% coverage with Auto QA.

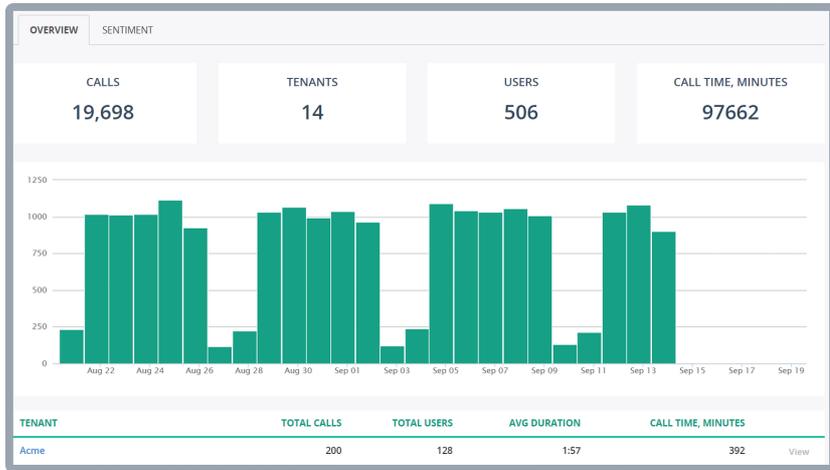


SPEECH ANALYTICS

Unlock the full potential of your contact center. Identify and analyze topics, trends, sentiment, and much more.

CALL RECORDING

Seamlessly integrates with MiaRec's Automated Quality Management, Screen Recording, and Voice Analytics features.



Call Recording You Can Trust

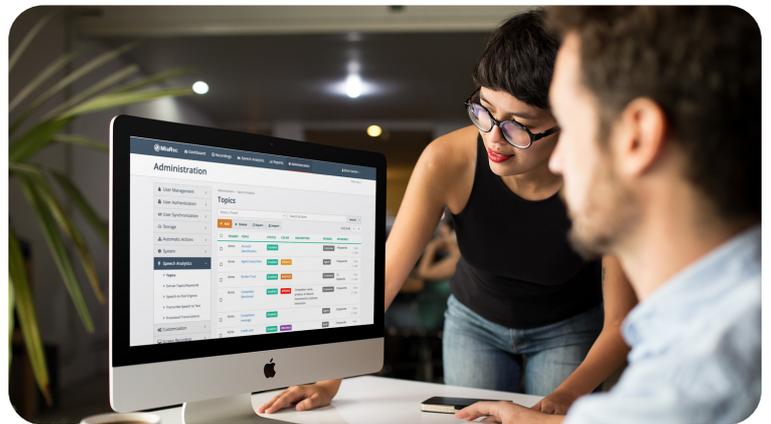
Features include:

- 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 more

Capture Every Call, Every Time

Never miss a call again. Securely and reliably record calls no matter where your agents are. Get the full picture of your customer interactions.

Ensure you're able to securely record, encrypt, and store a customer interaction 100% of the time with Advanced High Availability configuration and automatic failover Master-Master Server configuration.



Benefits

- Save up to 10X over current legacy call recording costs
- Save over 2X the potential cost of non-compliance with regulatory requirements
- Save up to \$1M a year on the cost of customer investigations

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 with flexible recording retention rules
- Manage the quality of screen recordings to meet your storage and business needs

QUALITY MANAGEMENT

Lower costs and save time with AI-Powered Auto QA that scales. Monitor your (remote) agents' calls, evaluate their performance based on 100% of their interactions with automatic call scoring, and report on your quality improvements in real time with MiaRec's Customer Quality Management.



Improve Agent Performance

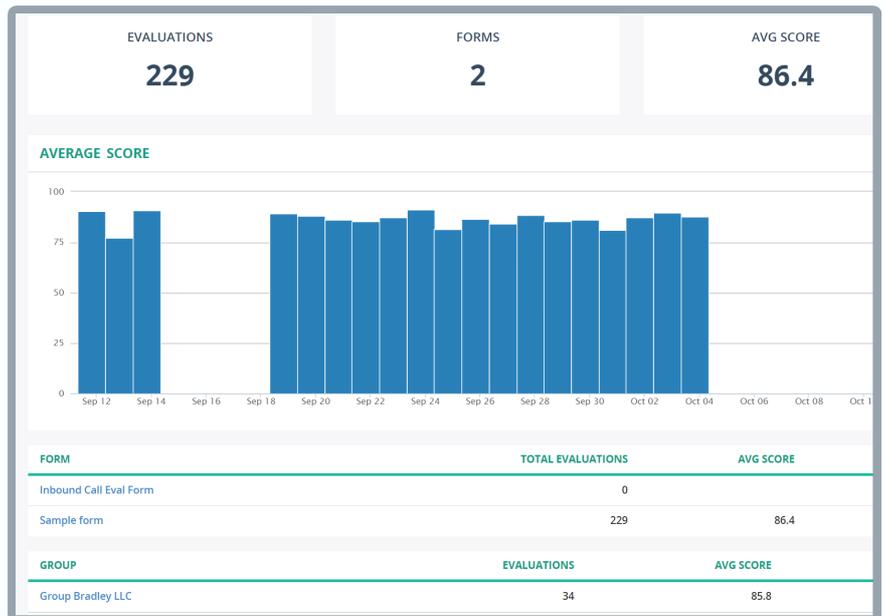
Monitor your (remote) agents' calls, evaluate their performance, report on your quality and improvements in real-time, and more with MiaRec Quality Management.

- Monitor live calls individually or continuously
- Track performance with Comprehensive QA reporting & dashboarding with custom configurations for both managers and agents
- Customize evaluation forms to cover your unique compliance requirements

Scale Quality with Auto QA

Evaluate 100% of your customer voice interactions with automatic score cards. On average, up to 98% of contact center interactions are never evaluated. How do you eliminate this huge blind spot in your quality and compliance workflows?

MiaRec Auto Score Cards allow you to quickly and easily modernize your QA workflows and evaluate 100% of calls. Drive consistency and provide your agents the rapid feedback they need to improve performance at scale.



Benefits

Save Time, Effort and Money. Evaluate 100% of Your Calls Automatically.

Provide your agents feedback 10x faster

Boost FCR and reduce repeat calls by over 20%

Increase the number of calls You can evaluate for QA by 500x

SPEECH ANALYTICS

MiaRec's AI-based Voice Analytics unlocks the full potential of your contact center data. Identify and analyze topics, trends, track sentiment, automatically redact sensitive data and much more.

We Make It Easy with AI

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
- Automatically score 100% of your customer voice interactions

The screenshot displays the 'TOPICS' section with filters for 'Negative Statements - Astonishment (1)', 'Cursing (2)', 'Resolution Indicators (customer) (2)', 'Customer Service (1)', and 'Bronze Plan (1)'. The 'KEYWORDS' section lists terms like 'no way', 'darn (2)', 'great', 'thank you OR thanks OR thankful', 'Service', and 'awful'. The 'TRANSCRIPT' section shows a conversation between a customer and an agent, with sensitive information like 'And poor' and 'staff Sergeant Ingram was the last one who called and I, Oh,' highlighted in red.

Feel the Difference with Sentiment



The MiaRec speech engine analyzes identified keywords for positive or negative customer sentiment. Depending on the number of times a positive or negative keyword is mentioned either by the customer or the agent, a customer score, an agent score, and the customer sentiment score (the average of the two) is automatically tabulated and symbolized by the appropriate emoji.

AI-Powered Data Redaction

Use advanced machine learning and artificial intelligence to automatically remove sensitive data from your transcripts and audio recordings.

Redact sensitive personal information such as credit card numbers, phone numbers, dates of birth, and more from call recordings and transcripts. Infuse AI-Driven Redaction into your compliance workflow to help comply with PCI-DSS, HIPAA, GDPR, and more.

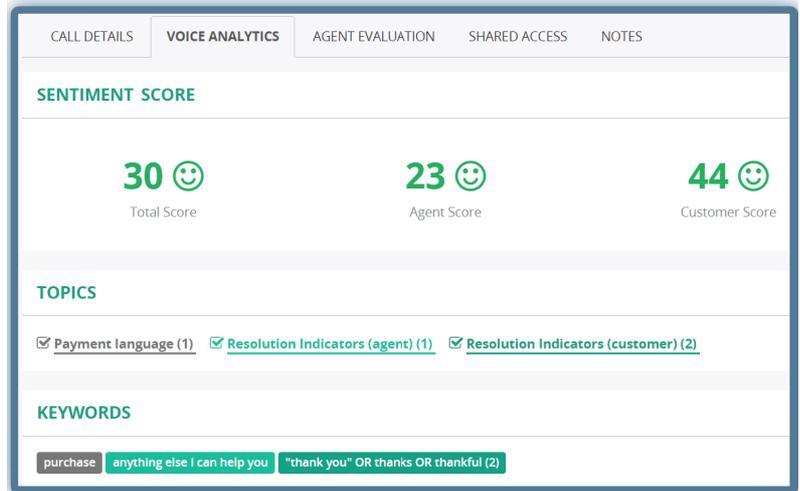
The screenshot shows the 'VOICE ANALYTICS' section with a 'REDACTIONS' tab. It lists 'Redact digits (2)' and 'Digits (4)'. The 'TRANSCRIPT' section shows a conversation where sensitive information is redacted with asterisks and a lock icon. For example, 'Agent [0:20]: Thank you for calling. Can I have your date of birth?' and 'Customer [0:24]: It's a [REDACTED] Toyota Sequoia.'

SPEECH ANALYTICS

MiaRec's Topics and Trends allow stakeholders across the organization to easily and quickly tap into the insights from your customer interactions. Easily customize the topics you track for relevant intelligence for every role from marketing to operations and more.

Topics = Actionable Insights

- Categorize calls by customizable topics
- Calculate the aggregated call score (both on the agent and customer side) to detect potential issues or opportunities
- Display call volume trends by topic over time and provides the ability to search by topic, keyword, or score
- Understand drivers of repeat calls and long conversations



The screenshot shows the 'TOPICS' dashboard with a summary table and a detailed table. The summary table shows 35 topics, 362 biggest topic calls, and 1,890 biggest topic minutes. The detailed table lists various topics with their respective call counts, average durations, and total call times.

TOPIC	TOTAL CALLS	AVG DURATION	CALL TIME, MINUTES
Resolution Indicators (customer)	362	5:13	1,890
Customer Service	208	5:14	1,090
Cursing	159	5:20	849
Upset customer - Emotional words	122	5:15	642
Payment language	121	5:15	636
Negative Statements - Astonishment	110	5:33	612
Problem	79	5:16	416
Broken Trust	76	5:19	404
Bronze Plan	67	4:51	326
Agent insecurities	59	4:59	295

Automate Analysis

Eliminate labor- and resource-intensive manual analysis of random recordings. Enjoy complete coverage of voice interactions from your contact center rather than the fraction you were able to analyze manually.

Easily and quickly analyze call volume trends per topic over time, e.g., changes in the number of calls related to shipping issues from last month to this month.

Benefits

Save Time, Effort and Money. Evaluate 100% of Your Calls Automatically.

Improve call center agent efficiency by up to 20%

Improve compliance adherence by 42%

Automatically tracks, and score analyze 100% of your call data

CONTACT US

Win Back Time and Revenue

MiaRec's Conversation Analytics platform provides a complete conversation intelligence and Auto QA solution that revolutionizes the way enterprises manage their contact center data, understand their customers, train their agents, and share insights. MiaRec acts as the eyes and ears of your contact center saving your staff time, increase revenue, and improve business outcomes.

Schedule a demo or start a free trial to see how MiaRec helps unlock the intelligence from your customer interactions for better business results & happier customers.

[Book Demo](#)

[Start Trial](#)

Visit our [Modern Contact Center Blog](#) to keep up with the latest best practices and CX news.



Compliance at Scale

Our AI-Driven Compliance features help contact centers scale compliance workflows.

- ✓ PCI-DSS
- ✓ HIPAA
- ✓ MIFID II
- ✓ GDPR
- ✓ DODD-FRANK
- ✓ CCPA

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