



CALL RECORDING

WORKFORCE ENGAGEMENT

RECORDING ANNOUNCEMENT

MiaRec's call recording solution integrates with Cisco products using advanced Cisco Active call recording method and can easily be implemented in and migrated between CCX, CCE, PCEE and HCS products. This gives Cisco partners and customers the ability to choose the best call recording technology to fully meet their business and technical requirements.

As a Cisco Solutions Partner, MiaRec delivers reliability and innovation aimed at making sure your insights are accessible in a way that helps achieve your goals and maximize ROI.

SUPPORTED INTEGRATIONS

- Unified Communications Manager (UCM)
- Cisco WebEx Calling
- Cisco Jabber

THE RIGHT SOLUTION FOR CISCO CUSTOMERS



Humanize Your Call Data

Organize insights to be viewed on human terms, intelligently organizing them into user-defined categories. MiaRec doesn't convert conversations into isolated statistics, it highlights the important segments and relates them to topics that are relevant to your unique business goals.



Achieve Your Business Goals

MiaRec's Voice Analytics enable you to identify trends — transforming your voice data into a critical business asset. For example, if your customers all of a sudden have trouble logging in or ask about a suspicious email, MiaRec alerts you right away.



Conquer Compliance & Security

MiaRec's Recording Announcement ensures you will always stay compliant in any call scenario on Cisco platforms, including both inbound and outbound calls. MiaRec includes PCI masking, file watermarking, a full audit trail, 256-bit encryption, and more to help you comply with Dodd-Frank, MiFID II, PCI-DSS, and more.



WHY MIAREC FOR CISCO?

MiaRec is a Cisco Solution Partner, providing Call Recording and Workforce Optimization solutions that are tightly integrated and 100 percent interoperable with Cisco's communications systems. MiaRec provides a certified integration for active call recording via a built-in bridge in Cisco Unified Communications Manager (UCM) environments and a unique automatic recording announcement to help eliminate human error from your compliance workflow.



ABOUT US

MiaRec, Inc. is a California-based provider of award-winning customer and workforce engagement platform.

MiaRec's empowers organizations with tools that enhance the relationship between company and customer by transforming data into insight.

HEADQUARTERS

**1999 S Bascom Ave
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A UNIFIED SOLUTION FOR BETTER RESULTS



Call Recording

MiaRec's compliant, secure, and reliable Call Recording software is the foundation of our Customer & Workforce Engagement Platform. Seamlessly powers and integrates with our Voice Analytics, Quality Management Screen Capture, and Advanced Reporting Suites.



Voice Analytics

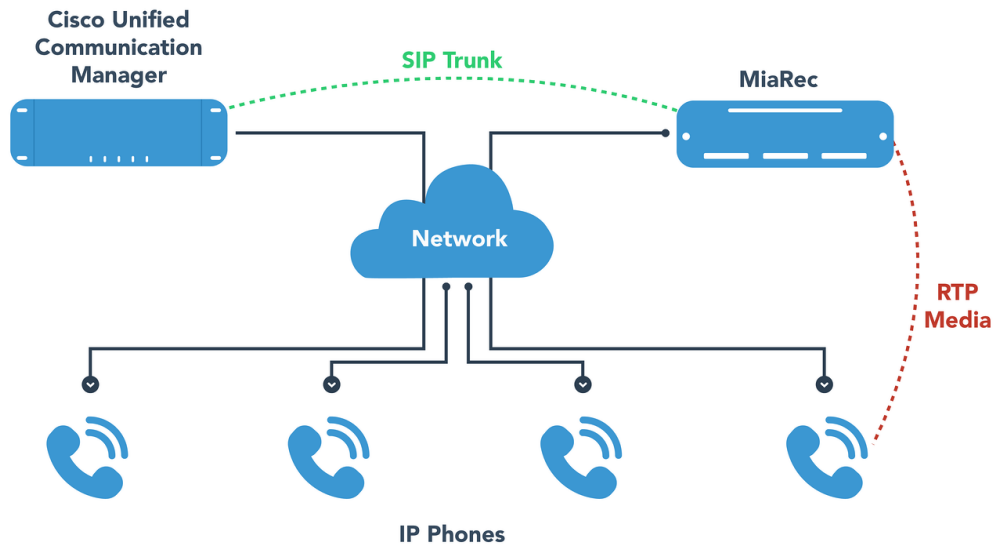
Get total insight into your service operation and identify common threads between all interactions by discovering topics trends, spotting keywords/phrases, and much more.



Quality Management

Monitor your (remote) agents' calls, evaluate their performance, and report on your quality improvements in real-time to improve the customer service quality and deliver the best possible customer experience.

Cisco UCM



HOW IT WORKS

The MiaRec call recording system utilizes the Built-in-Bridge call monitoring and recording capability available in 3rd generation of Cisco phones. Cisco UCM establishes SIP trunk connections to MiaRec recording server and notifies the latter when the call is started. Cisco IP phone relays RTP media directly to the recorder.



REQUIREMENTS

- *Cisco Unified Communications Manager v.8.5.1 or newer.*
- *3rd generation phones that have the built-in bridge capability (BIB).*

BENEFITS



Agent Experience

Reduce agent turnover and onboarding through Improved agent experience and reduced training time



Visibility

Gain a 360 degree view of your call center to get ahead of disputes, reverse churn, and seize emerging business opportunities



Bespoke Agility

Drive transformation and accomplish key initiatives by identifying competitive intelligence and customer insights

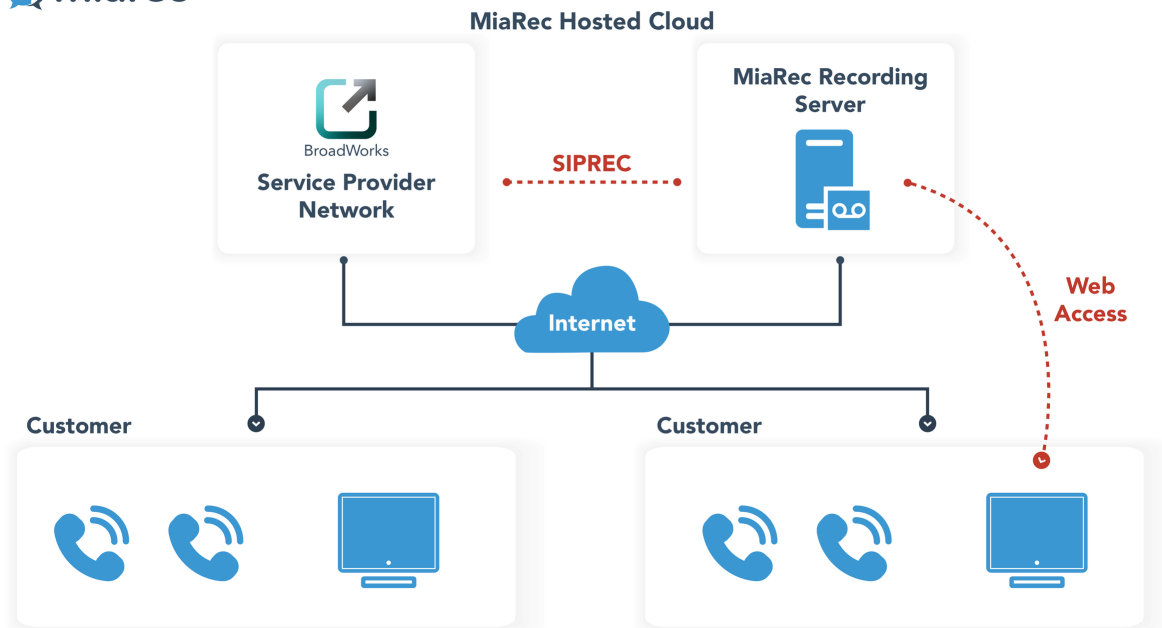


Rapid Deployment



Supports Remote Agents

Cisco WebEx Calling (Broadworks)



HOW IT WORKS

MiaRec is fully integrated with Cisco Webex Calling (formerly BroadWorks), providing a true multi-tenant solution with multiple deployment types and unlimited scalability. Record calls on or off-site and choose only the best QA, automation, and voice analytics features to drive additional revenue and meet customer requirements.



REQUIREMENTS

- BroadWorks version 17.sp4 or higher
- BroadWorks Call Recording license to enable SIPREC interface

BENEFITS



Multi-Tenancy

Multi-tenant architecture to host multiple users in one system, allowing you to add new business units without installing additional (virtual) servers.



Advanced High Availability

Operate at 100% reliability with our Advanced High Availability configuration and automatic failover Master-Master Server configuration



Advanced Reporting

Never be in the dark again. Performance reports can be automatically delivered and then shared with stakeholders



Reduce Total Cost of Ownership



Unlimited Scalability