

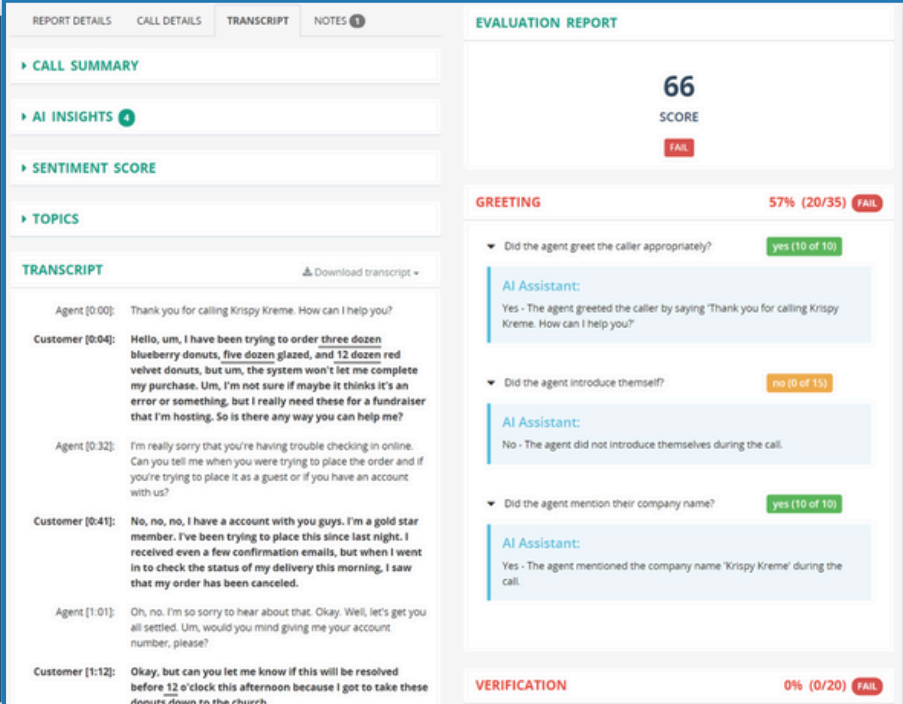
Solution Brief:

MiaRec Auto QA

In traditional contact centers, evaluating agent performance and adherence to quality standards is often manual and time-consuming. Inconsistencies in scoring and the high volume of interactions make it challenging to provide timely feedback to agents, while striving to maintain and improve service quality. MiaRec Auto QA was built to tackle these challenges head on.

Overview

MiaRec Auto QA stands out as a powerful solution tailored for the modern contact center. By harnessing advanced Speech Analytics and Generative AI, it delivers exceptionally accurate scoring of 100% of calls, enabling a nuanced understanding of context and agent performance. This comprehensive visibility and consistent evaluation not only enhance service quality but also drive operational excellence. Additionally, MiaRec Auto QA offers flexibility and customization, allowing organizations to adapt the solution to their unique needs and ensure continuous improvement in customer interactions.



The screenshot displays a user interface for a call evaluation. On the left, a 'TRANSCRIPT' tab is active, showing a conversation between an agent and a customer. The transcript includes the following text:

- Agent [0:00]: Thank you for calling Krispy Kreme. How can I help you?
- Customer [0:04]: Hello, um, I have been trying to order three dozen blueberry donuts, five dozen glazed, and 12 dozen red velvet donuts, but um, the system won't let me complete my purchase. Um, I'm not sure if maybe it thinks it's an error or something, but I really need these for a fundraiser that I'm hosting. So is there any way you can help me?
- Agent [0:32]: I'm really sorry that you're having trouble checking in online. Can you tell me when you were trying to place the order and if you're trying to place it as a guest or if you have an account with us?
- Customer [0:41]: No, no, no, I have an account with you guys. I'm a gold star member. I've been trying to place this since last night. I received even a few confirmation emails, but when I went in to check the status of my delivery this morning, I saw that my order has been canceled.
- Agent [1:01]: Oh, no. I'm so sorry to hear about that. Okay. Well, let's get you all settled. Um, would you mind giving me your account number, please?
- Customer [1:12]: Okay, but can you let me know if this will be resolved before 12 o'clock this afternoon because I got to take these donuts down to the church.

On the right, an 'EVALUATION REPORT' is shown. It features a large score of 66, labeled 'SCORE', with a 'FAIL' indicator below it. Below the score, there are three evaluation categories:

- GREETING**: 57% (20/35) FAIL. A dropdown menu shows a question: 'Did the agent greet the caller appropriately?' with a 'yes (10 of 10)' result. Below this, an AI Assistant summary states: 'Yes - The agent greeted the caller by saying "Thank you for calling Krispy Kreme. How can I help you?"'
- Did the agent introduce themselves?**: no (0 of 15). An AI Assistant summary states: 'No - The agent did not introduce themselves during the call.'
- Did the agent mention their company name?**: yes (10 of 10). An AI Assistant summary states: 'Yes - The agent mentioned the company name "Krispy Kreme" during the call.'
- VERIFICATION**: 0% (0/20) FAIL.

Benefits



Complete Visibility

Automatically score 100% of calls to gain full visibility into contact center performance.



Increased Efficiency

Save time and resources by automating the time-consuming performance evaluation process and focusing on actionable insights.



Remove Bias

Eliminate human error and bias from performance evaluations with objective, automated scoring.



Data-Driven Decisions

Leverage comprehensive reporting to drive continuous improvements and optimize agent performance.



Key Features



Unparalleled Accuracy

Automatically evaluate agent interactions knowing that Generative AI has the full contextual understanding to provide accurate and consistent assessments.



Customizable Criteria

Tailor scorecard criteria to match specific business needs, compliance requirements, and quality standards.



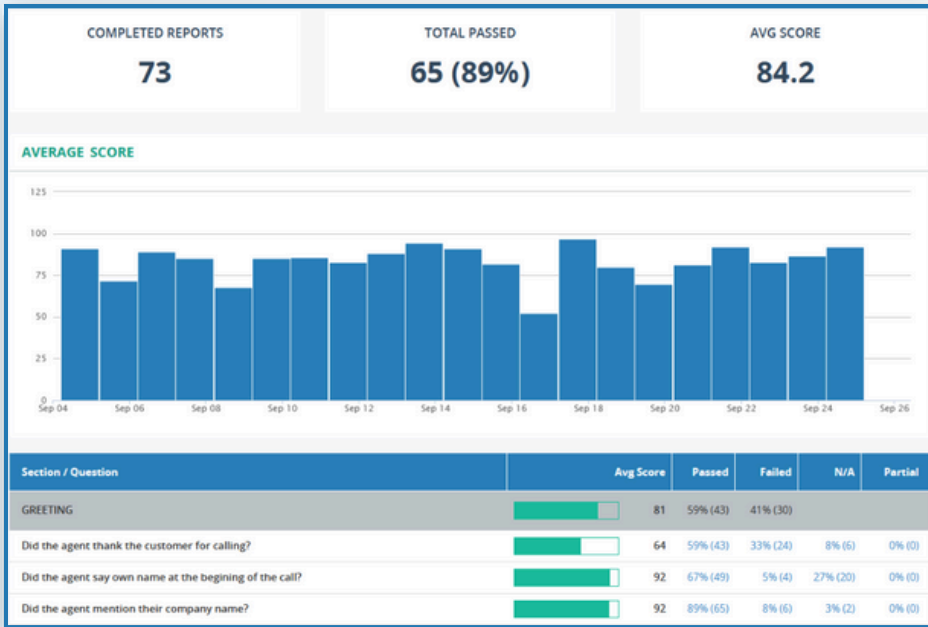
Timely Analysis

Receive immediate feedback and insights from performance data, allowing for swift corrective actions and continuous improvements.



Comprehensive Reporting

Generate detailed reports and dashboards to visualize performance trends, identify strengths and areas for improvement, and make data-driven decisions.



“Automated call quality evaluation scorecards will replace hours of manpower currently spent by several team leads performing these call evaluations manually. It would also provide a truer agent performance rating since all calls are rated, not only the ones that are randomly selected.”

-Director of CX Operations

Customers who see the best results leverage MiaRec Topic Analysis and Sentiment Analysis in conjunction with Auto QA. Visit our website at www.miarec.com or contact us at sales@miarec.com to learn how you can supercharge your contact center QA today!

About MiaRec

MiaRec offers Automated Quality Management and Conversation Intelligence solutions for contact centers worldwide. Our platform is designed to automate workflows, save cost, boost efficiency, enhance customer experience, grow revenue, and drive digital transformation. With MiaRec, contact centers gain full visibility into their performance and can transform inaccessible call center data into valuable customer insights, all while ensuring compliance.

Founded in 2013, the Silicon Valley-based company serves more than 500 healthcare organizations, insurance firms, retail companies, financial services institutions, and other customer-first companies worldwide.