

**COMPLIANCE
CALL RECORDING****QUALITY
MANAGEMENT****VOICE
ANALYTICS**

SEAMLESS COMPLIANCE & QA SAFELY. SECURELY.

SUPPORTED INTEGRATIONS

*Five9 Intelligent
Cloud Contact
Center*

- Launch in 24 hours, not days or weeks
- Maximize ROI with minimal agent training and onboarding time



**Conquer
Compliance**



**Achieve Your
Business Goals**



**More than Call
Recording**

MiaRec's comprehensive compliance and security features ensures we always have your back. MiaRec includes PCI masking, file watermarking, a full audit trail, and 256-bit encryption. Meet regulatory and corporate security requirements, including PCI-DSS, HIPAA, MiFID II, Dodd-Frank, and more.

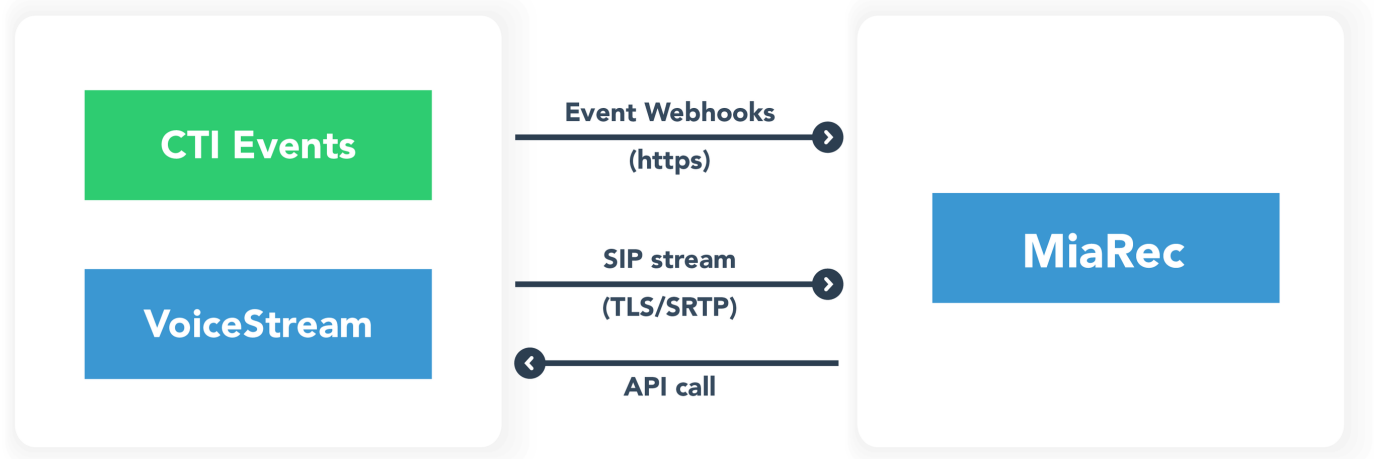
Get total insight into your service operation and identify common threads between all interactions by discovering topic trends, spotting keywords/phrases, and much more.

MiaRec's compliant, secure, and reliable Call Recording software is the foundation of our Customer & Workforce Engagement Platform. It seamlessly integrates with MiaRec's Voice Analytics, Quality Management, Screen Recording, and Advanced Reporting tools for a unified solution.

Five9 Intelligent Cloud Contact Center



F9 Cloud Platform (GCP)



HOW IT WORKS

The MiaRec solutions platform leverages Five9 VoiceStream through through a SIP stream connection. MiaRec establishes a SIP Protocol with a SIP stream for the agent & a separate SIP stream for the caller. CTI events are mapped to real-time audio streams using domain and call ID present in both SIP headers and call event metadata.

BENEFITS



Compliance & Security

Secure your data and mitigate risk with PCI redaction, 256-bit encryption, audit trail, IP whitelisting, file watermarking and more.



Boost VOC Metrics

Improve Key VOC metrics including regardless how you measure success by (NPS, CSAT, CLV, or other metrics)



Gain Visibility

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



Bespoke Intelligence

Drive transformation and accomplish key initiatives by tracking custom keywords to gather competitive intelligence and customer insights.



24-Hour Deployment



Unlimited Scalability



TAILORED FOR SUCCESS

Your call recordings are packed with raw customer data. That is why, we at MiaRec, think that call recording should directly connect to your business goals. MiaRec provides you with full visibility through AI-powered capabilities that help humanize your call data to ensure our insights are actionable, relevant, and tailored to your business in a way you can trust.

Improve Agent Performance

Streamline and optimize QA with Voice AI



Capture and automatically score every call to streamline your QA workflow and move beyond sampling. Score every call for complete visibility into agent performance and evolve from guessing to knowing.



Customize your manual and automated agent evaluation forms to standardize service across teams and drive focus on the metrics that matter most to your business.

Improve Efficiency

Gain Visibility



Onboard agents more efficiently with features such as live monitoring, agent evaluation, and more.



Eliminate blind spots with a single pane of glass view of your call volume providing customizable topic trend analysis and alerts.



Measure customer sentiment through sentiment analysis to improve performance metrics and measure trends across your call volume.

Drive Revenue

Track custom keywords and phrases



Track call drivers, upticks in cancellation, support issues, and more.



Monitor customer feedback about new products and promotions



Analyze competitor name mentions and pricing feedback



WHY MIAREC FOR FIVE9?

MiaRec is proud to be a global partner of the Five9 Partner program. Our solutions are fully integrated and 100% interoperable with the Five9 Intelligent Cloud Contact Center. The MiaRec platform. The MiaRec Call Recording and Workforce Engagement Platform allows Five9 customers to easily and securely record and monitor all your customer interactions. Upskill your agents with MiaRec Quality Management tools offering automation to save time and the ability to upskill agents with minimal training and onboarding.

ABOUT US

MiaRec, Inc. is a California-based call recording and workforce engagement provider.

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

HEADQUARTERS

1999 S Bascom Ave
Suite 928
Campbell, CA 95008 USA

A UNIFIED SOLUTION FOR BETTER RESULTS



Call Recording

MiaRec's compliant, secure, and reliable Call Recording software is the foundation of our Workforce Engagement Platform. Offering seamless integration with Voice Analytics, Quality Management Screen Capture, and Advanced Reporting tools.



Voice Analytics

Gain visibility into your service operation and identify common threads between all interactions by discovering topic trends, spotting custom keywords/phrases, and share valuable customer, product, and competitive intelligence across your entire organization.



Quality Management

Monitor your live agent calls, evaluate performance manually or automatically across your entire call volume, and report results in real-time to effortlessly monitor and improve the customer service quality and deliver the best possible customer experience.