



**COMPLIANCE**

**QUALITY  
MANAGEMENT**

**VOICE  
ANALYTICS**

## CONVERSATION ANALYTICS & AUTO QA FOR BETTER BUSINESS OUTCOMES

### SUPPORTED INTEGRATIONS

#### *Five9 VoiceStream*

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



**Conquer  
Compliance**

Scale your compliance workflows with AI-Driven compliance features such as automatic data redaction. MiaRec helps you comply with PCI-DSS, HIPAA, MiFID II, Dodd-Frank, CCPA, and more.



**Understand Your  
Customers**

Effortlessly surface actionable intelligence with customizable vocabulary to ensure your insights can be tailored for every stakeholder and business unit.



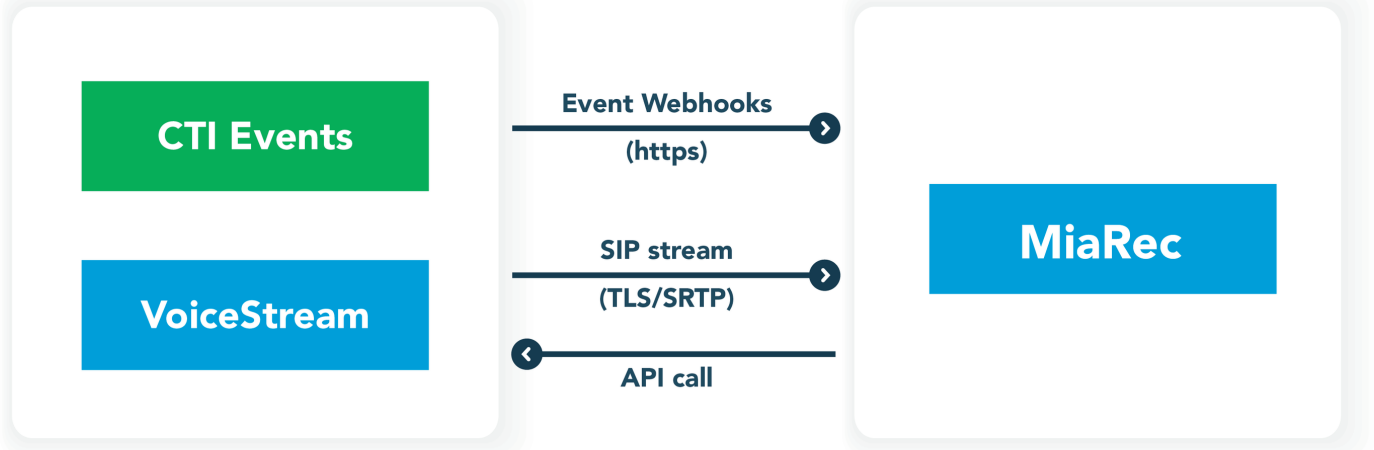
**Better Together**

Seamlessly integrate MiaRec's Voice Analytics, Quality Management, Screen Recording, and Advanced Reporting tools for a unified solution.

# Five9 VoiceStream



## F9 Cloud Platform (GCP)



## HOW IT WORKS

The MiaRec solutions platform leverages Five9 VoiceStream 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 automatic data 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 contact center data is packed with valuable insights. We at MiaRec, think that your conversation intelligence solution should directly connect to achieving your business goals. MiaRec surfaces actionable and customer-driven intelligence at scale

### Improve Agent Performance

Streamline and optimize QA with Voice AI

- ✓ Capture and automatically score 100% of your calls to streamline your QA workflows and better understand your customers and employees.
- ✓ Onboard agents more efficiently with features such as live monitoring, agent evaluation, and more.
- ✓ Customize your agent evaluation forms to standardize service across teams and improve script adherence.

### Improve Efficiency

Modernize workflows with automation

- ✓ Measure customer sentiment to improve performance metrics, identify trends, and better measure the voice of your customers.
- ✓ Eliminate operational blind spots with a single pane of glass view of your call volume providing customizable topic trend analysis and alerts.
- ✓ Scale your compliance workflows with AI-driven compliance features including automatic data redaction.

### Surface Intelligence

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 Five9 VoiceStream. The MiaRec Conversation Intelligence Platform allows Five9 customers to easily analyze, evaluate, and secure 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 Silicon Valley-based call recording and conversation intelligence provider.

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

### HEADQUARTERS

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Visit us at [miarec.com](https://miarec.com) to learn more about why MiaRec and Five9 are the perfect fit for a scalable solution with all the tools you need to improve performance and business outcomes.



Visit us on the CX Marketplace to learn more about the MiaRec and Five9 VoiceStream integration or have a closer look and get started in just a few minutes.