

THE PLATFORM

● Call Recording

Call Recording you can trust with features that help tackle the challenges of compliance, security, and reliability.

● Automated Quality Management

MiaRec allows contact centers to scale quality and drive adherence with Auto QA.

● Voice Analytics

Analyze 100% of your customer voice interactions for topics, sentiment, compliance, and more.



VOICE ANALYTICS

Stay Connected To Customers and
Improve Business Outcomes



WHY MIAREC?

- ✓ Stay connected with to the needs and expectations of your customers with Topics
- ✓ Better understand the true voice of your customers with Sentiment Analysis
- ✓ Drive consistency throughout your contact center by scaling quality with Auto QA
- ✓ Effortlessly analyze and evaluate 100% of your customer voice interactions
- ✓ Set alerts for triggers to custom criteria (i.e. upticks in cancellation, service outages, and more)
- ✓ Track script adherence with Auto QA and ensure compliance with automatic data redaction

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TOPICS

Design a company-specific vocabulary to track across every customer voice interaction using a precise speech-to-text engine. Search for variations of keywords and phrases that are unique to your business such as competitor names, product and feature names, promotions, marketing campaigns, pricing feedback, and more.

TOPICS

☒ Negative Statements - Astonishment (1)

☒ Cursing (2)

☒ Resolution Indicators (customer) (2)

☒ Customer Service (1)

☒ Bronze Plan (1)

KEYWORDS

"no way"

darn (2)

great

"thank you" OR thanks OR thankful

"Service"

awful

TRANSCRIPT

Customer [0:00]: Phone would not be Garrett. I, Oh, hi.

And poor

Agent [0:05]: Oh.

Customer [0:05]: staff Sergeant Ingram was the last one who called and I, Oh,

Agent [0:09]: Uhuh.

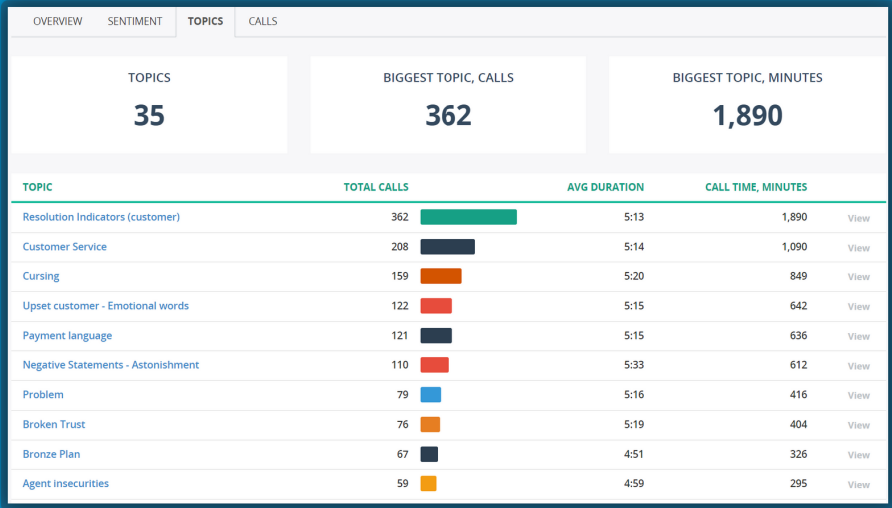
Customer [0:10]: hi. And then I said Oh, I'm so sorry. I, just you know, I just was really hoping it would be Garrett, and it's not. And and um?

Today's contact centers need constant oversight to maintain the high level of quality companies insist on and their customers depend on.

However, as they expand their customer base, call and contact centers need more eyes and ears to manage increasing call traffic. MiaRec Voice Analytics supplies you with a diverse set of customizable tools for managing and continuously fine-tuning customer experience and revealing business intelligence at scale.

TRENDS

Track trending topics discussed between your agents and customers with a convenient single pane of glass. Automatically analyze 100% of your calls and effortlessly monitor the pulse of your contact center.



Open the door to direct marketing feedback from your customer base without the error factors of surveys. MiaRec's keyword groups let you redesign the way you gather customer feedback by hunting for words, phrases, and topics they're already using with your call center agents and front-line employees.

SENTIMENT

Skip the surveys and get to the heart of every conversation by automatically tracking and analyzing sentiment. Cross-reference sentiment scores by topic for a better way to measure the voice of your customers.



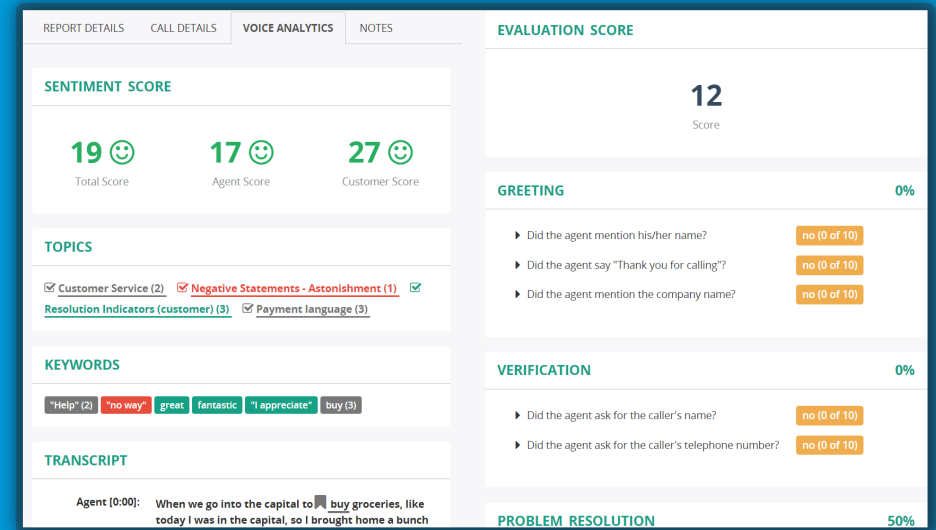
Automatically track and score sentiment across 100% of your customer voice interactions.

Access trends over time through a Sentiment Dashboard for a high-level overview or drill down into granular detail with a click.

Positive keywords, such as "thank you" or "this is helpful", are color-coded in green in the transcript as well as in the keyword list (or any other positive color you like), while negative keywords, like "upset", "angry", or "I expected more", are in shown in orange or red.

AUTO QA

Eliminate tedious, repetitive, and therefore boring work that now can be spent on more high-value tasks and score 100% of call recordings to gain a much more accurate picture of your agents' performance.



Consistently enforce service quality standards across teams. Improve script and compliance adherence.

Drastically improve service quality by utilizing Artificial Intelligence to auto-score 100% of your call recordings based on your customized and predefined criteria with our Evaluation Forms Designer.