



Call Recording and Voice Analytics



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**Make Every
Conversation
Matter**

MiaRec is a Call Recording and Voice Analytics Solution for Unified Communications

Call Recording



Screen Capture

Monitor multiple screens per employee with synchronized playback in real time and on-demand for a complete view of customer interactions.

CRM Integration

Seamlessly Integrate MiaRec to third - party applications, such as CRM and help-desk systems to achieve superior customer service and maximize business results.

Industry-Leading Scalability

MiaRec easily scales from from a few seats to thousands while offering industry-leading performance and reliability.

Live Monitoring

Monitor employee calls in real time to guide and support agents in real time.

Easy Deployment

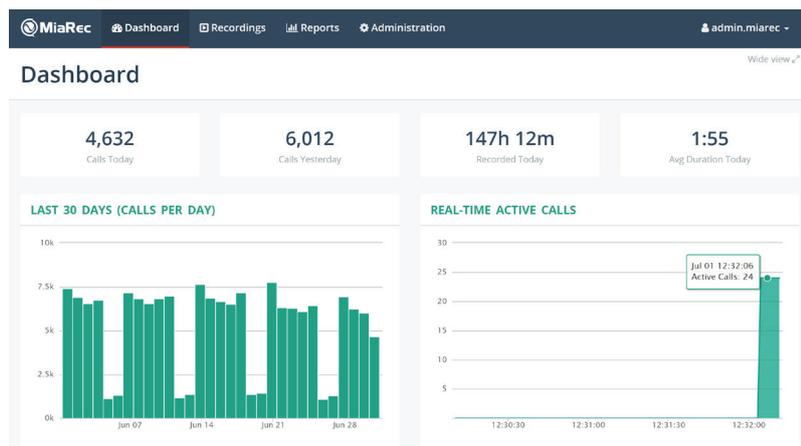
Fully deploy and configure within hours. Available for on-prem, cloud and hosted deployment.

Centralized Multi-Site Call Recording

Record calls made to and from multiple locations, branches, and remote workstations.

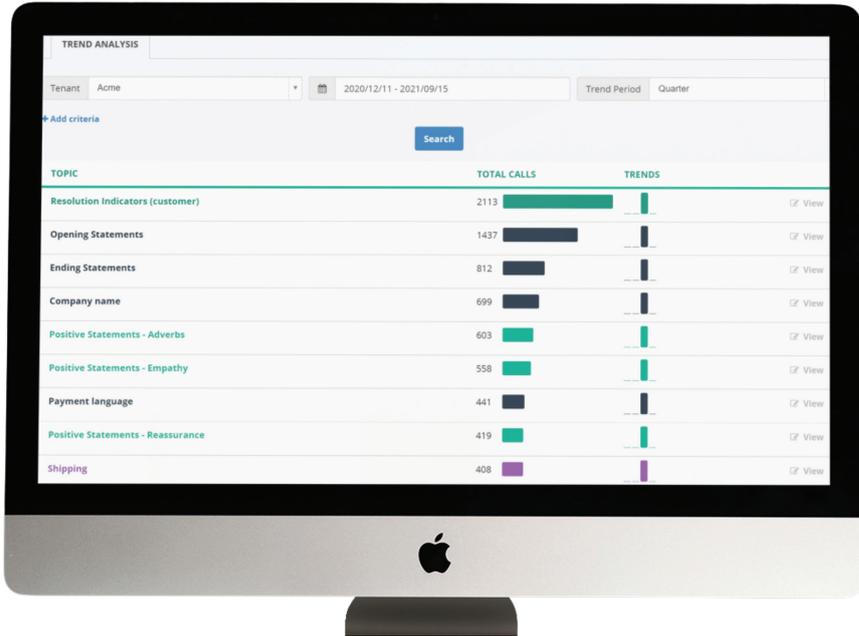
Web-Based User Interface

Access call recordings anytime, anywhere with MiaRec's intuitive, user-friendly web interface featuring a real-time dashboard - no desktop software needed.



MiaRec Analytics Provides Total Insight into Your Customer Service Operation

Voice Analytics



Topics

Topics provides insight into the vital issues going on within your customer service operation. Sales trends, cancellations and returns, customer sentiment, agent confidence, and more call all be tracked within your call data as interactions occur.

Sales Success (3)

supervisor | manager (3)

[truncated]

"refund" (2)

excellent

"tracking number"

Automatic Scorecards

Automate your call evaluations with our customizable scorecards to provide your staff immediate feedback without the need for manager intervention.

Critical Alerts

As MiaRec analyzes your audio, it can send supervisors alerts based on custom events, keywords, and real-time analytics to help keep an eye on indicators critical to your business.

Advanced Reporting

MiaRec Advanced Reporting provides comprehensive reporting to deliver valuable business intelligence and actionable insights into the performance of your customer service operation.

Keyword Spotting

Keyword Spotting allows you to design a company-specific vocabulary to analyze your recorded customer interactions using a precise speech-to-text engine and PCI Masking capabilities.

We look at call recording differently

*Seamlessly stay in lock-step
with the concerns and
expectations of your
customers*

About us

MiaRec provides award-winning call recording and voice analytics products for contact centers and enterprises interested in gaining visibility into their customer service operation, optimizing operational efficiency, and enhancing customer and employee experience.

Why MiaRec?



Maximize ROI with minimal training and implementation time while allowing access from anywhere, anytime.



MiaRec provides compatibility with the largest vendors in the industry and many more.



Available for full deployment and configuration in the cloud or on-premise within hours.



Optimize your QA workflows with automation features including Automatic Scorecards



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