MiaRec

Five9 Integration-Guide

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1. Overview

This guide describes the configuration procedures required for MiaRec platform to integrate with Five9.

1.1 Prerequisites

- VoiceStream feature must be provisioned in your Five9 account. Contact your Five9 account manager to start the process.

- Admin credentials to MiaRec portal. Contact your MiaRec account manager for details.

1.2 High level integration overview

Once VoiceStream subscription is created, the Five9 platform will stream audio and call events data to MiaRec Cloud platform. You can choose to stream data for either all calls or for the selected agents/campaigns.
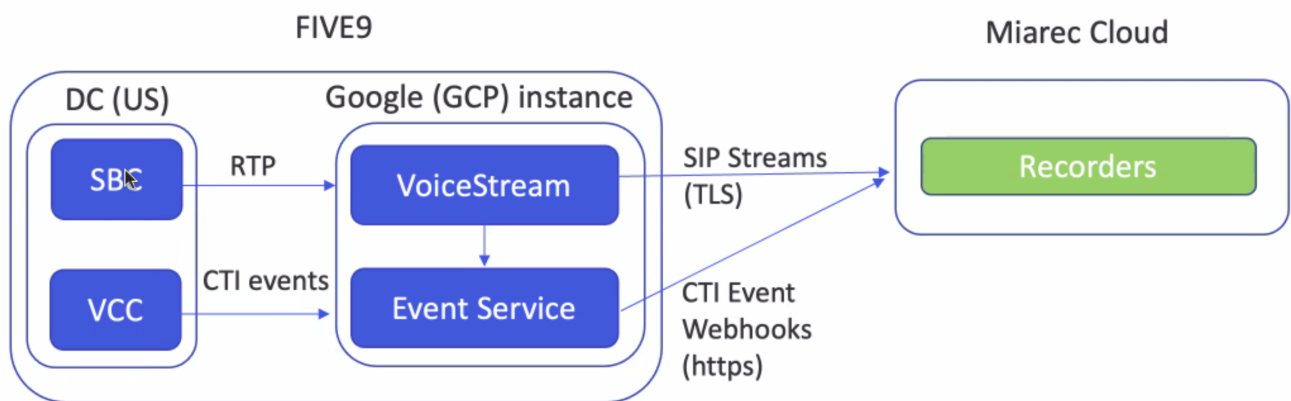
2. Create VoiceStream subscription

2.1 Procedure overview

The process of creating a VoiceStream subscription requires two steps:

1. Authorize the MiaRec platform in your Five9 domain account

2. Create VoiceStream subscription to begin streaming audio and call metadata to the MiaRec platform
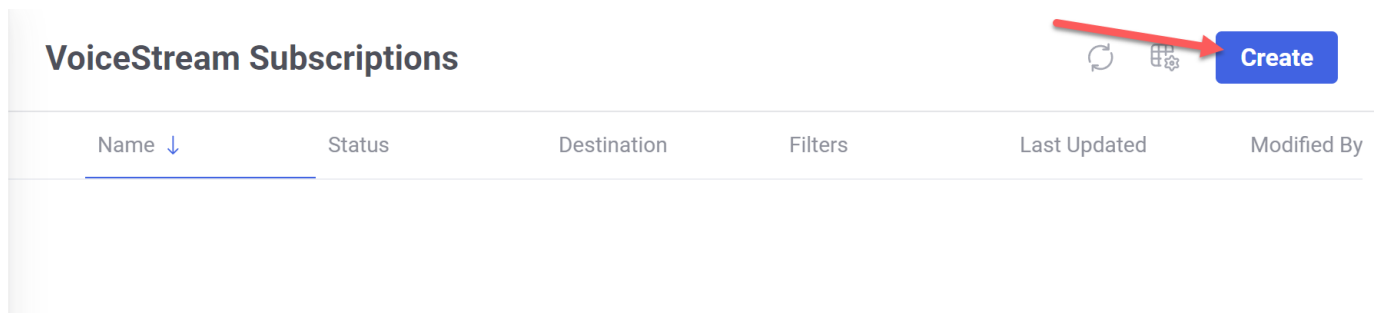
2.2 Step 1. Authorize MiaRec platform in your Five9 domain account

Login to Five9 Admin Console using your existing Domain VCC credentials at admin.us.five9.net.

Click the **VoiceStream** link to create the subscription.
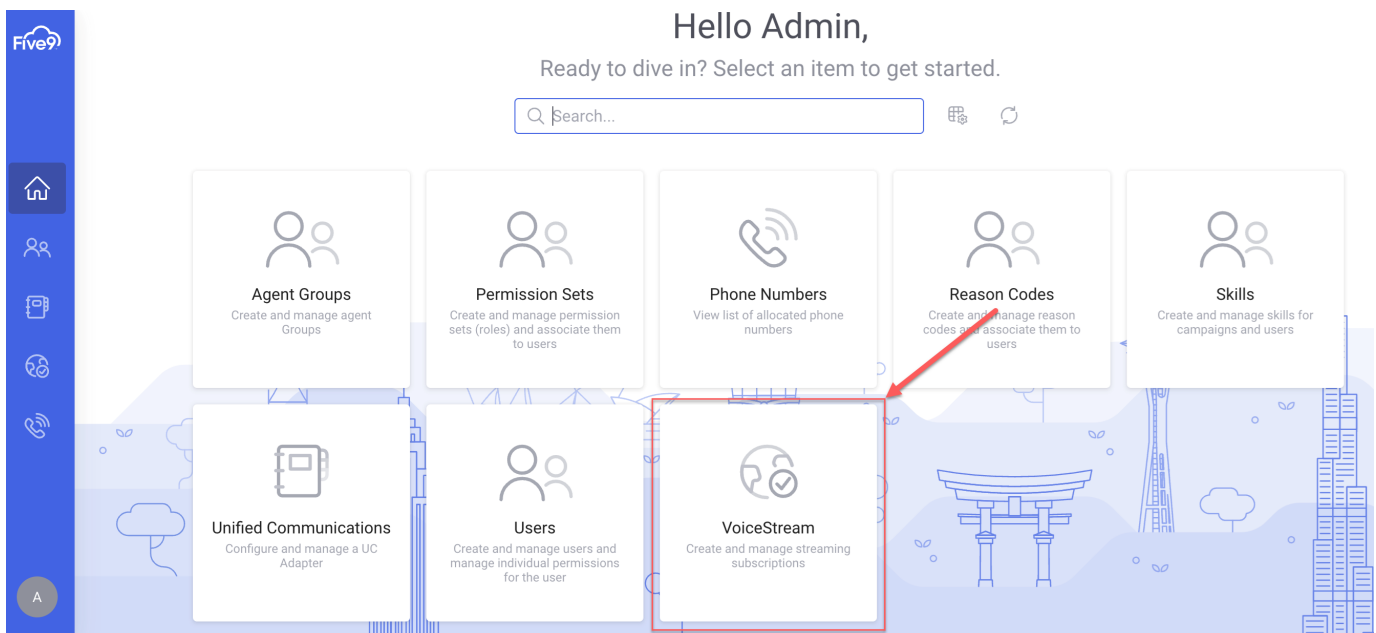
On the **VoiceStream Subscription** page, click **Create** button.

In the **Create Subscription** dialog, select **MiaRec** from the **Streaming Destination** list:
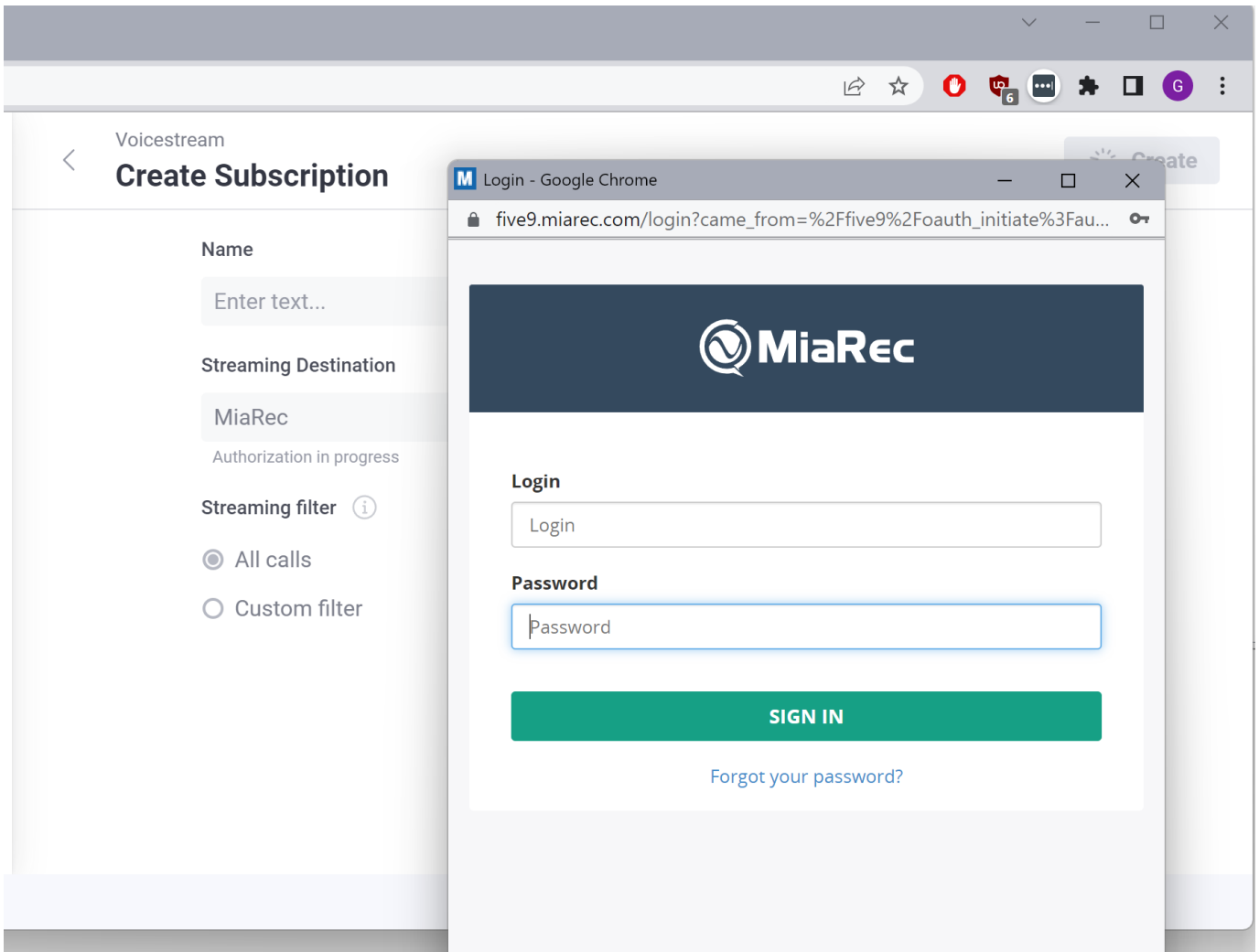
First, you need to authorize MiaRec to receive VoiceStream data in your Five9 domain. When you choose **MiaRec** in the previous step, the MiaRec login screen will pop up, as shown in the following screenshot:

If your web browser blocks the pop-up dialog, then click the "**Pop-ups were blocked**" icon in the web browser address bar and select **Always allow pop-ups on this site** and repeat the previous step (i.e. select **MiaRec** in the **Streaming Destination** list).
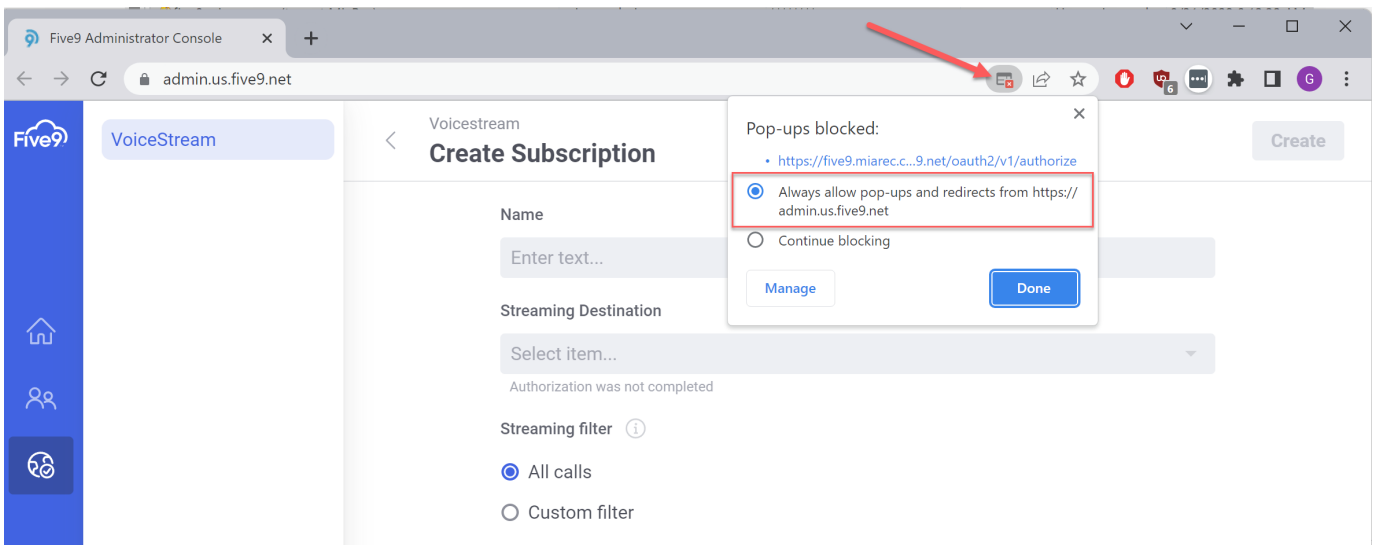

Enter your MiaRec credentials on the MiaRec login pop-up. **Important! These MiaRec** credentials **are separate** from Five9 credentials.** Contact your MiaRec representative to receive such credentials.
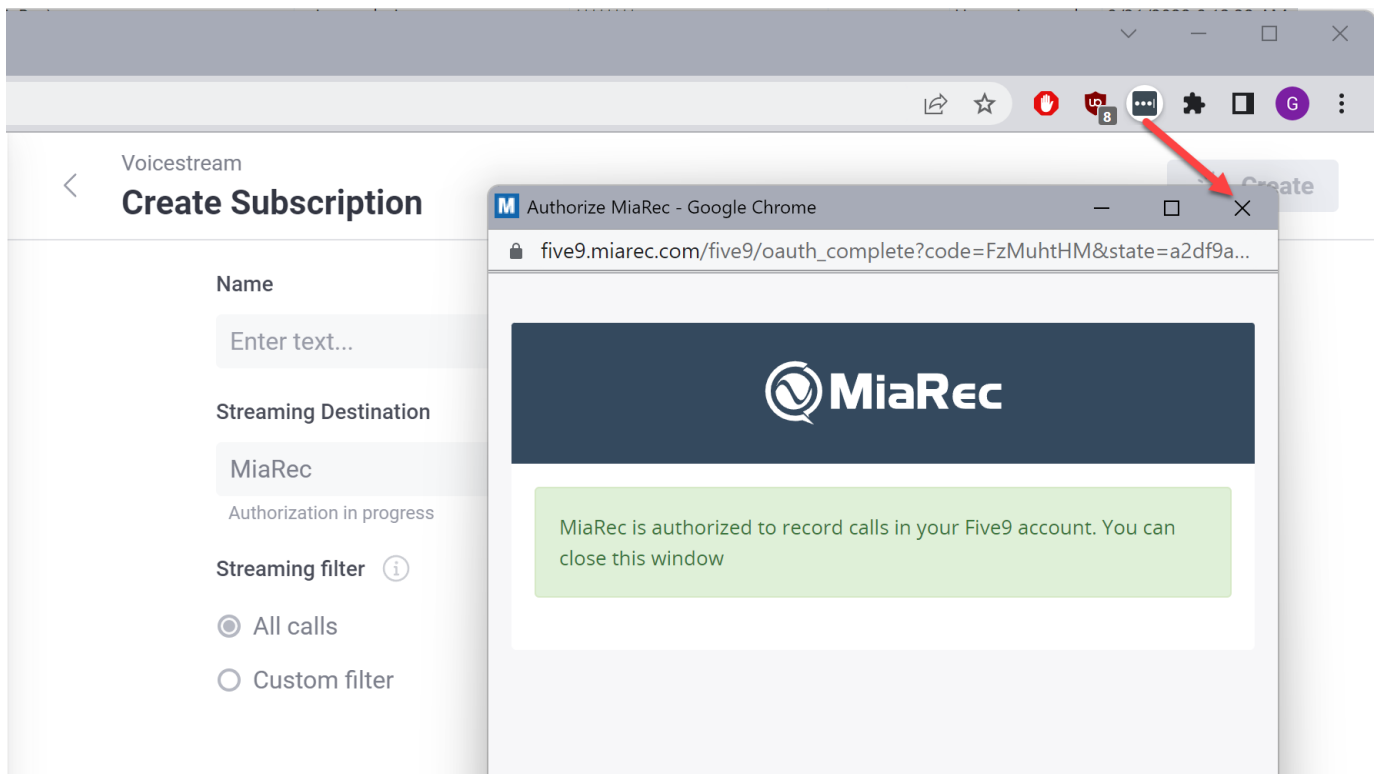
After you log in to MiaRec portal, you will see that authorization. Click the **Continue** button:
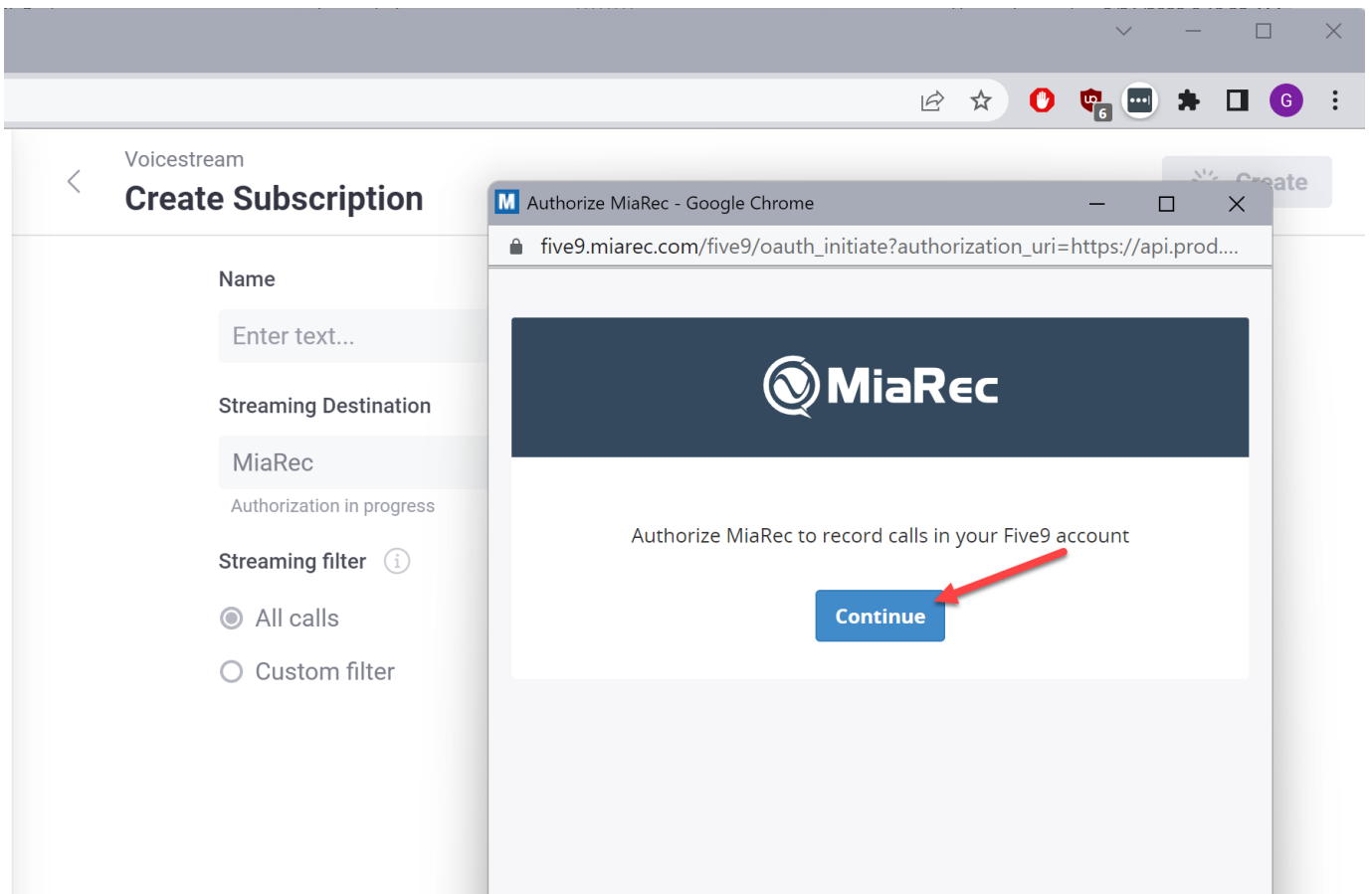
On the next screen, you will need to accept the Five9 terms and click **Proceed** button:
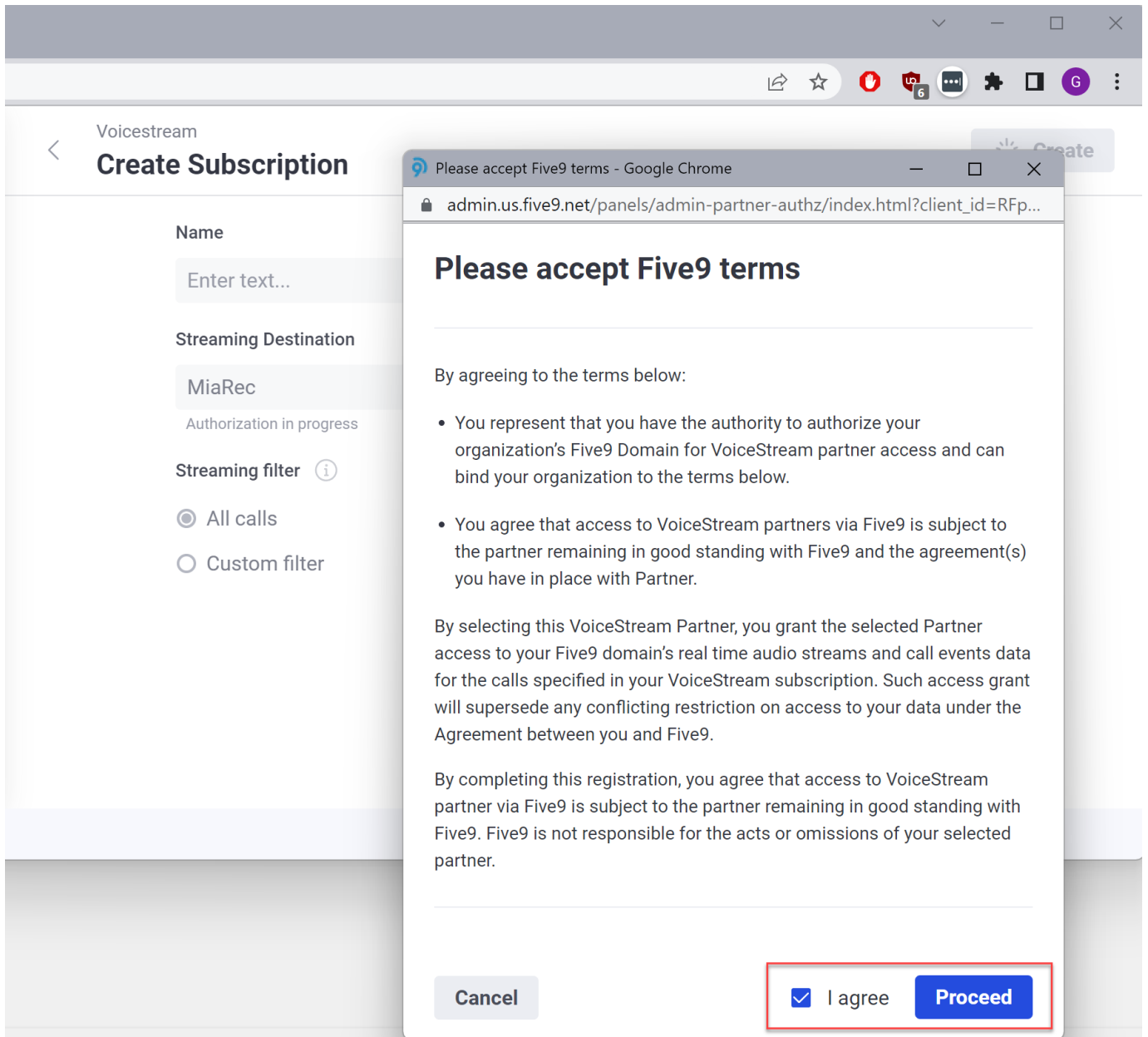
Once the authorization is completed successfully, you will see the corresponding authorization message from the MiaRec application:

Close this pop-up dialog and continue to the next step of creating **VoiceStream subscription**.

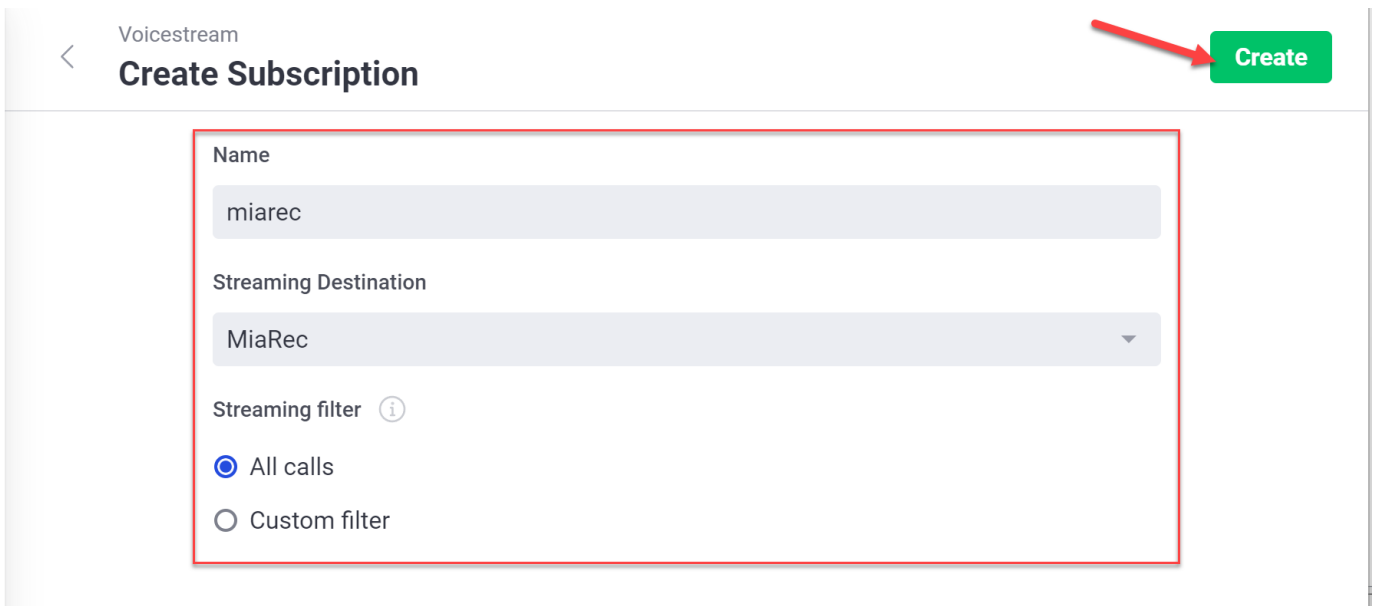## 2.3 Step 2. Create VoiceStream subscription

Choose a descriptive name for the subscription, for example, "miarec".

Select the **MiaRec** platform in the **Streaming Destination** list.

Choose the **Streaming filter**.

- If you want to analyze all calls in your Five9 domain with the MiaRec platform, then select **All calls** in the filter.
- Alternatively, you can choose to stream only calls of particular agents or campaigns. Select **Custom filter** in this case.

Click **Create** button.
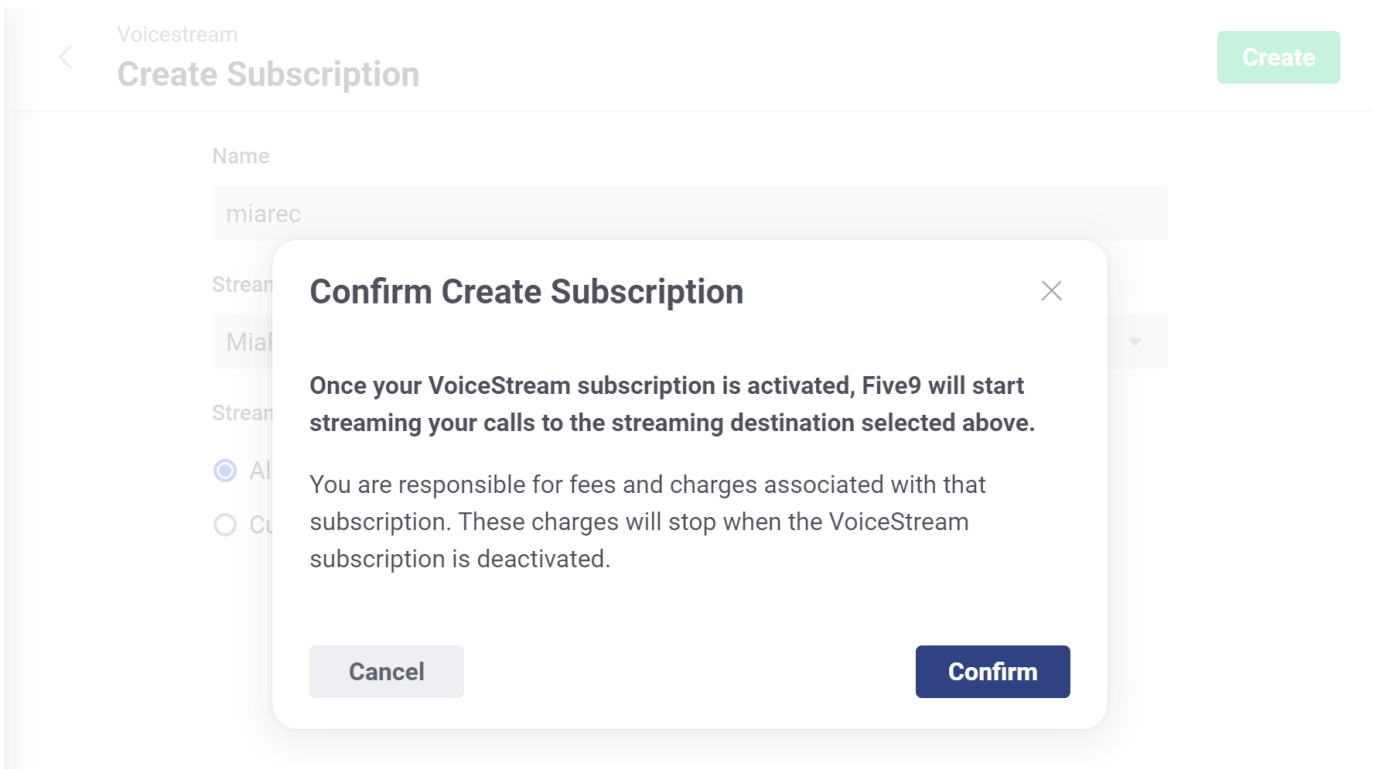
In the pop-up dialog, confirm the creation of the subscription:

On the **VoiceStream Subscriptions** page, you will see the new subscription with the status **Active**. It may take a minute for the status to change from **Pending** to **Active.**

VoiceStream Subscriptions (1)

Name ↓	Status	Destination	Filters	Last Updated
miarec	ACTIVE	MiaRec	All	Fri Jul 15, 2022, …

Now, the subscription is created and activated. Login to the MiaRec portal at five9.miarec.com to access your recordings and voice analytics data.