

MiaRec

Sp Admin-Guide

MiaRec, Inc.

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1. Introduction

This guide provides instructions on configuring the MiaRec multi-tenant platform for service providers. It is intended for service provider administrators who support and maintain the system.

2. Transcription

2.1 Overview

Transcription is the process of converting voice recordings into text format.

MiaRec automatically transcribes recorded calls using either native or third-party transcription services. The transcribed text is stored alongside the original audio recordings and can be searched, analyzed, and exported.

2.2 System Requirements

2.2.1 License Requirements

Transcription requires a valid license for each user whose calls are transcribed.

The transcription license is part of the **Speech Analytics** license bundle.

2.2.2 External Services Dependencies

Transcription service relies on external services to perform the actual transcription of audio recordings. The supported transcription providers include:

- MiaRec Native Transcription Service (provided by MiaRec as a cloud service)
- Microsoft Azure Speech to Text
- Google Cloud Speech-to-Text

Regardless of which provider is used, the data flow is the same: audio recordings are sent to the transcription service, and the transcribed text is returned and stored in the MiaRec database.

2.2.3 Network Requirements

The MiaRec server must be able to communicate with the external transcription service over the internet. This may require opening specific network ports and configuring firewall rules.

2.2.4 Storage Requirements

Transcripts are stored in the MiaRec database. Approximate storage requirement is 3-5 KB per minute of transcribed audio.

2.3 System Configuration

2.3.1 Enabling Transcription Service

To enable transcription service, the system administrator needs to configure the following:

- Transcription Engine
- Processing Queue
- Transcription Job

Configuring Transcription Engine

Navigate to **Administration > Speech Analytics > Transcription > Engines** and click **Add** to create a new transcription engine.

Select the desired transcription service provider and configure the required settings, such as API keys, region, etc.

Administration > Speech Analytics > Transcription

Add Speech Engine

Engine MiaRec Speech API v2

Name *

Status Enable

Visibility Global

SETTINGS

Server address *
Format: PROTO://HOST:PORT. For example, https://server.example.com, http://1.2.3.4:8080

SSL verify Verify target server's SSL certificate

Punctuate Punctuate transcript

OAuth Bearer token ×

Save **Save and Test**

After adding the engine, test the connection by clicking the **Test Connection** button. A sample audio file is sent to the transcription service, and the transcribed text is returned and displayed.

Administration > Speech Analytics > Transcription > Google Speech-to-Text v1.p1.beta1

Test Speech Service

[Edit](#)

Engine: Google Speech-to-Text v1.p1.beta1

Name: Google Speech-to-Text v1.p1.beta1

PROGRESS

Progress:

100%

STEP

STATUS

Loading engine settings OK

Uploading file for transcription OK

Waiting for completion

TRANSCRIPTION: Thank you for calling me, Iraq. All of our representatives are currently assisting other customers. Please leave a message with your name, telephone number and company name and we will return your call as soon as possible.

Cleaning up OK

[Close](#)

Configuring Processing Queue

Navigate to **Administration > Jobs > Processing Queues** and click **Add** to create a new processing queue for transcription jobs.

Select:

- **Scope:** Global
- **Record type:** Call
- **Populate queue with events:** Call - recording finished

Processing Queue

Name *

Status Enable

Scope Global

Record type * Call Integration events

Populate queue with events

- Call - Recording started
- Call - Recording finished
- Call - Created
- Call - Updated
- Call - Deleted
- Call - Transcription completed
- Call - Redaction completed
- Call - Replication sent
- Call - Replication received
- Call - Upload completed
- Integration event - Created

Replication Replicate this queue settings to the pairing server

Save

With this configuration, audio recordings are added to the processing queue as soon as the call recording finishes.

Note

With the global scope, records from all tenants are added to the processing queue, including tenants without transcription enabled. The transcription job (configured next) filters and processes only records belonging to tenants and users with transcription enabled.

Configuring Transcription Job

Navigate to **Administration > Speech Analytics > Transcription > Job Definitions** and click **Add** to create a new transcription job.

Select the following settings:

- **Access scope:** Unrestricted - All tenants, including System
- **Data source:** Incremental using queue
- **Source queue:** Select the processing queue created earlier
- **Transcription engine:** Select the transcription engine created earlier

Administration > Speech Analytics > Transcription

Add Job «Transcribe recordings»

Name * Transcribe recordings

Access scope * Unrestricted - All tenants, including System Tenants only - All tenants, excluding System One tenant

Data source * Incremental using queue Incremental using DB storage (deprecated) Full mode with continuation token Full mode on each run

Source Queue Transcript queue

Continuation token [+ Reset token](#)

TRANSCRIPTION SETTINGS

Transcription engine speech.miarec.com

Ignore MoH Ignore transcript during hold and wait in queue periods
Such option is available only for phone platforms that provide the corresponding call events

Under **Filtering Criteria**, configure the following filters to ensure that only the records belonging to tenants (and users) with transcription enabled are processed:

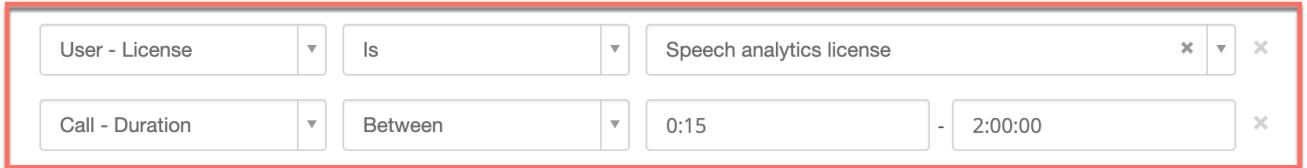
- **User - License is Speech analytics license**
- **Call - Duration between 0:15 and 2:00:00** (15 seconds to 2 hours)

Note

The job sources data from the processing queue and applies filters to discard records that should not be transcribed—specifically, those not belonging to users with the transcription license.

Tip

The duration filter is optional but recommended to avoid transcribing very short calls (less than 15 seconds) or very long calls (more than 2 hours).

FILTERING CRITERIA


User - License Is Speech analytics license

Call - Duration Between 0:15 - 2:00:00

[+ Add filters](#)

Under **Action after successful processing**, optionally configure the job to send transcribed records for further processing, such as AI Assistant tasks (call summarization, topic analysis, etc.).

- **Publish to queue(s)**: Select the target processing queue(s).

ACTION AFTER SUCCESSFUL PROCESSING (OPTIONAL)


Clear a tag Select from a list

Assign a tag Select from a list

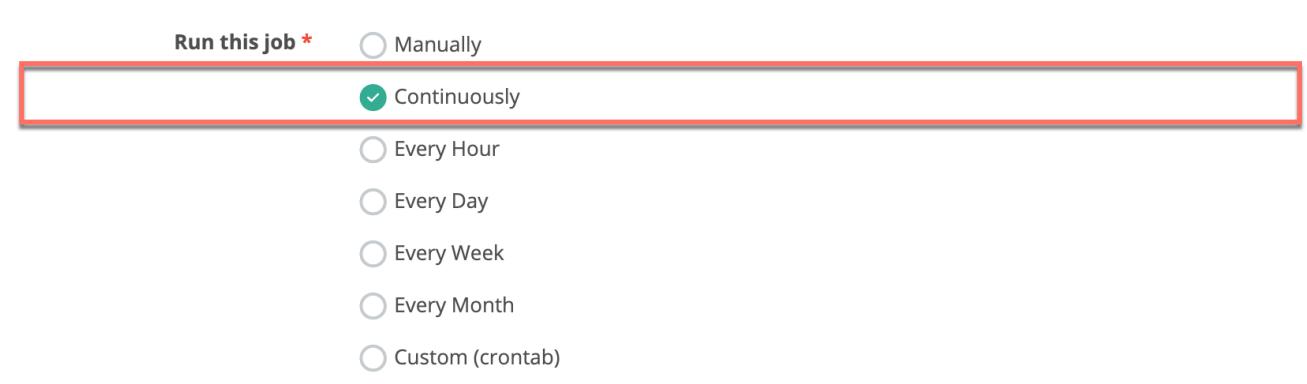
Publish to queue(s) AI Assit queue

[+ Add queue](#)

Finally, under **Schedule** section, select:

- **Run this job**: Continuously

With this setting, the transcription job runs automatically as new records are added to the processing queue.

SCHEDULE


Run this job *

Manually

Continuously

Every Hour

Every Day

Every Week

Every Month

Custom (cron tab)

2.4 Tenant and User Configuration

To enable transcription service for a specific tenant or users, it is necessary to configure the following:

- Tenant license limits (optional)
- Tenant service limits (optional)
- User license (required)

2.4.1 Tenant configuration

Under **Administration > User Management > Tenants**, select the desired tenant and configure:

- **Service limits** (a number of transcription minutes allowed for the tenant and its users)
- **License limits** (a number of transcription licenses allocated to the tenant)

Both Service and License limits are optional. If not set, the tenant has unlimited transcription service usage, provided users have valid transcription licenses.

Setting reasonable service limits is recommended to avoid unexpected costs. For reference, an average business user consumes approximately 1,000-1,500 transcription minutes per month; a BPO contact center agent may use up to 5,000-6,000 minutes per month.

Service limits

In the Tenant profile settings, administrators can set the following limits:

- Monthly limits (reset at the beginning of each month):
- **Transcription (minutes/user per month)**: A maximum number of transcription minutes allowed per user each month.
- **Transcription (minutes/org per month)**: A maximum number of transcription minutes allowed for the entire organization (tenant) each month.
- Lifetime limits (do not reset)
- **Transcription (minutes/user lifetime)**: A maximum number of transcription minutes allowed per user for their entire lifetime.
- **Transcription (minutes/org lifetime)**: A maximum number of transcription minutes allowed for the entire organization (tenant) for their entire lifetime.

In the tenant profile, these settings are located under **Service Limits** tab:

SERVICE LIMITS		
Transcription (minutes/user)	5000	per month
		lifetime
Transcription (minutes/org)		per month
		lifetime

Any combination of these limits can be set. Whichever limit is reached first blocks further transcription requests.

When transcription limits are reached, the system declines further transcription requests until the limits reset (for monthly limits) or the lifetime limit is increased.

Note

Lifetime limits exist for convenience but are not commonly used in practice. Monthly limits are recommended for better alignment with billing cycles.

Pooled user limits

User-level limits are pooled across all licensed users in the tenant. For example, if a tenant has 10 licensed users, each with a limit of 2,000 minutes per month, the total transcription limit for the tenant is 20,000 minutes per month.

When both user-level and org-level limits are set, the org-level limit acts as an additional cap on the total usage. For instance, if the tenant's org-level limit is set to 15,000 minutes per month, even though the pooled user limit is 20,000 minutes, the tenant will only be able to use up to 15,000 minutes in total for that month.

License limits

In the Tenant profile settings, under **License Limits** section, administrators can set the cap on the maximum number of transcription licenses that can be assigned to users in this tenant.

Transcription licenses are part of the **Speech Analytics** license bundle.

If no license limit is set at the tenant level, the tenant can assign licenses to an unlimited number of users.

In the screenshot below, the tenant is limited to 50 Speech Analytics licenses. If the tenant has more than 50 users with an assigned license, the system accepts only the first 50 users (alphabetically by username) and declines transcription for the rest.

LICENSE LIMITS

Call recording	100	seats
Screen recording		seats
Live monitoring		seats
Agent evaluation		seats
Speech analytics	50	seats

2.4.2 User configuration

To enable transcription service for a specific user, navigate to **Administration > User Management > Users**, select the desired user and assign the **Speech Analytics** license (the transcription license is part of this bundle).

LICENSING

Call recording license

Screen recording license

Live monitoring license

Agent evaluation license

Speech analytics license

2.4.3 Access Control and Permissions

To allow users to view transcripts in call details, grant the appropriate permissions in the user role.

Under **Administration > User Management > Roles**, select the desired role and ensure that the following permissions are granted:

- **Call attributes - Transcript:** View
- **Call recordings - Own:** View and Playback
- **Call recordings - Other user's:** View and Playback (if users need to access recordings of other users)

OTHER PERMISSIONS		VIEW ONLY SET ALL CLEAR ALL			
Ask AI (chats)		<input type="checkbox"/> View	<input type="checkbox"/> Create	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Audit trail		<input checked="" type="checkbox"/> View			set all clear all
Call attributes - Custom fields		<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit		set all clear all
Call attributes - Sentiment score		<input checked="" type="checkbox"/> View			set all clear all
Call attributes - Summary		<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit		set all clear all
Call attributes - Topics		<input checked="" type="checkbox"/> View			set all clear all
Call attributes - Transcript		<input checked="" type="checkbox"/> View			set all clear all
Call recordings - Confidential		<input type="checkbox"/> View			set all clear all
Call recordings - Other users'		<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Playback	<input checked="" type="checkbox"/> Download	set all clear all
		<input checked="" type="checkbox"/> Control on-demand recording			
		<input checked="" type="checkbox"/> Pause recording	<input checked="" type="checkbox"/> Live monitor		
		<input checked="" type="checkbox"/> Tag	<input checked="" type="checkbox"/> Add notes	<input checked="" type="checkbox"/> Evaluate	
		<input checked="" type="checkbox"/> Assign evaluation	<input type="checkbox"/> Set confidential flag		
		<input type="checkbox"/> Clear confidential flag			
		<input type="checkbox"/> Set Do-Not-Delete flag			
		<input type="checkbox"/> Clear Do-Not-Delete flag	<input type="checkbox"/> Edit		
		<input type="checkbox"/> Delete	<input type="checkbox"/> Share		
Call recordings - Own		<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Playback	<input checked="" type="checkbox"/> Download	set all clear all

2.4.4 Verification check list

- In the tenant profile, have you set the transcription **Service Limits** (optional)?
- In the tenant profile, have you set the transcription **License Limits** (optional)?
- In the user profile, have you assigned the **Speech Analytics** license to the user?
- In the role permissions, have you granted access to **Call attributes - Transcript** and **Call recordings** resources?

2.5 Monitoring and Troubleshooting Transcription

2.5.1 Monitoring Transcription Usage

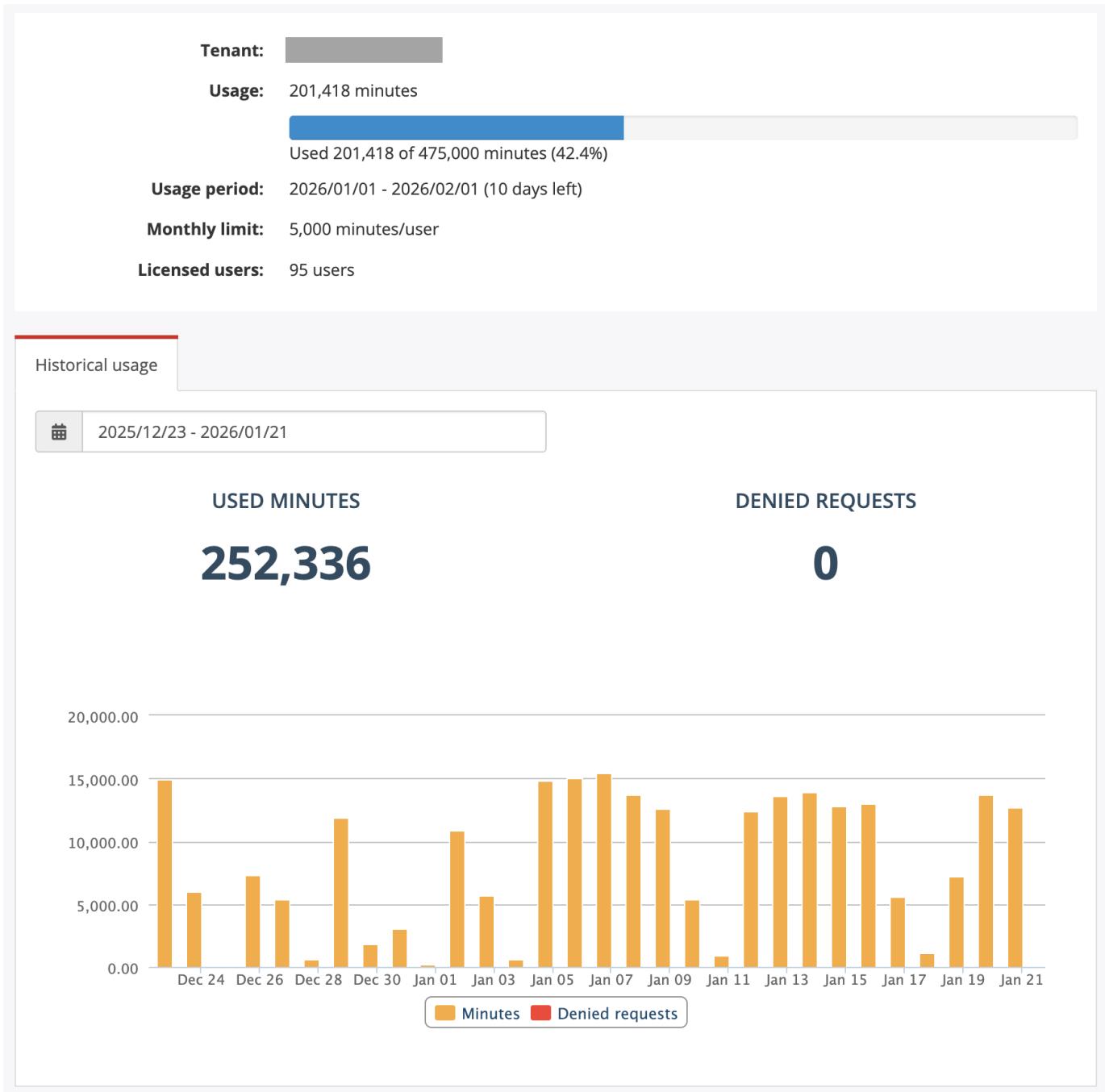
System and tenant administrators can monitor transcription usage through the admin portal.

Navigate to **Administration > Speech Analytics > Transcription > Usage**.

The system administrator can view transcription usage across all tenants, while tenant administrators can only view usage for their own organization.

The following screenshot shows an example of the transcription usage dashboard for a tenant:

- This tenant has 95 licensed users for transcription
- The monthly transcription limit per user is set to 5,000 minutes
- The total transcription limit for the tenant is 475,000 minutes per month (95 users)
- The total usage in the current month is 201,418 minutes, which is 42.4% of the total limit.
- There are 10 days remaining until the limit resets at the beginning of the next month.
- The chart shows daily transcription usage for the last 30 days and the number of denied requests due to limits reached (0 in this example)



2.5.2 Monitoring Transcription Jobs

Navigate to **Administration > Speech Analytics > Transcription > Jobs** to view the list of transcription jobs configured in the system.

The **Latest run** tab shows the status of the most recent job run, including the number of records uploaded for transcription, completed or pending (will check later).

Note

Transcription is an asynchronous process. Audio recordings are uploaded to the transcription service, and the transcribed text is returned later. There may be a delay between when the recording is added to the processing queue and when the transcription result becomes available.

The job status shows:

- a number of records uploaded in the current run
- a number of records that are still in progress (will check later)
- a number of records that have been processed (transcription is available)

For the uploaded records, the job checks periodically for the transcription results up to 50 times. If the transcription result is not received within this time frame, the record is marked as **Failed**.

Job «Transcribe recordings»

[Start](#) [Edit](#) [Clone](#) [Delete](#)

Name: Transcribe recordings
Access scope: Unrestricted
Data Source: Incremental using queue
Source Queue: [Transcript queue](#)
Destination Queue: [AI Assit queue](#)
Date Created: Sep 30, 2024, 3:37 PM

[Latest run](#) [All runs](#) [Processing records](#) [Logs](#)

Run #: 501
Status: Finished
Start Time: Jan 22, 2026, 5:33:00 PM
End Time: Jan 22, 2026, 5:33:02 PM
Execution Time: 2 seconds
Stage: Finished [Finished]
Total records to process: 9
Processed: 0
Remaining: 9
Will check later: 9
Uploaded calls: 55

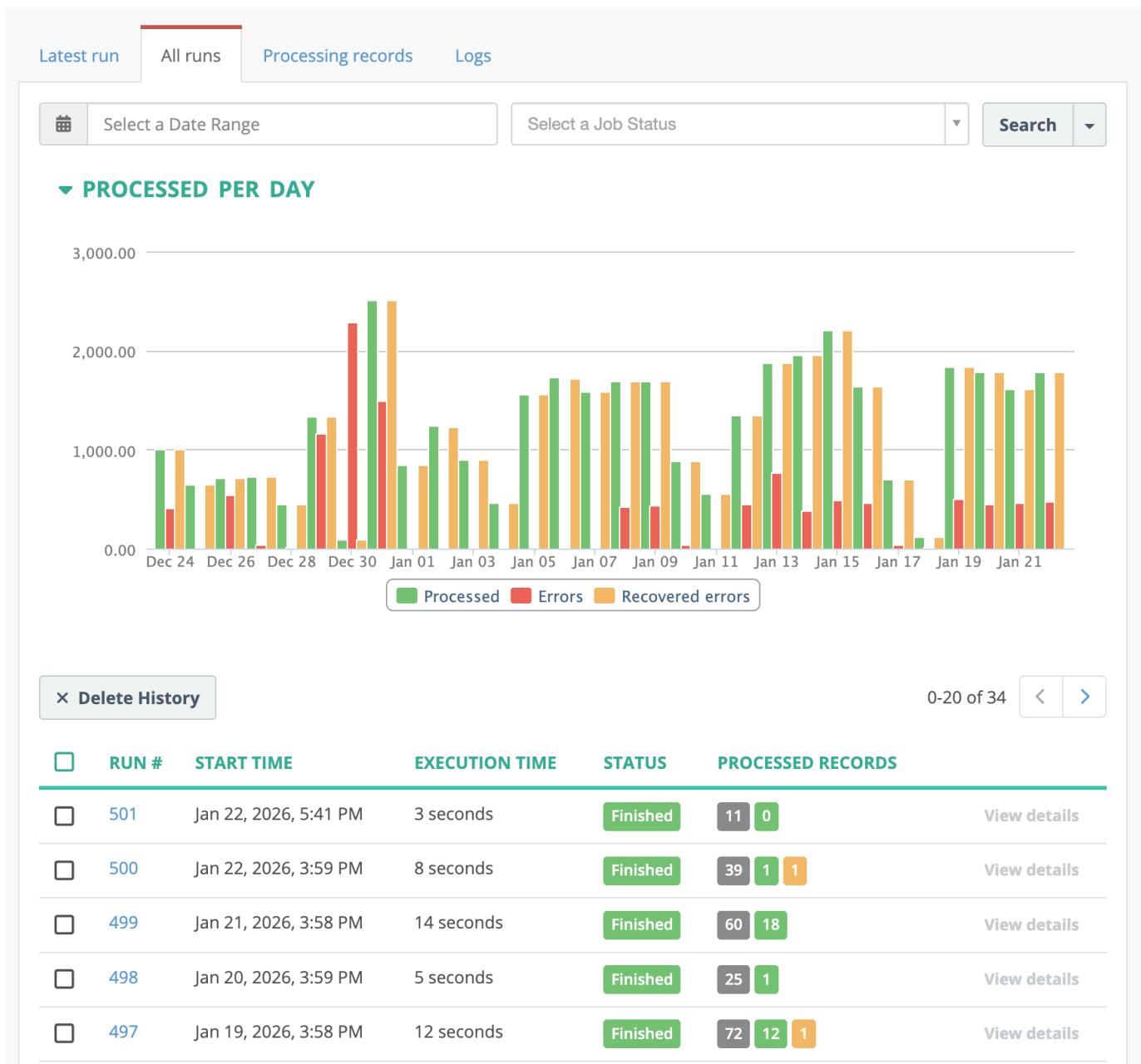
Under **All runs** tab, you can view the history of all job runs for the last 30 days. With a continuous schedule, there will be one record per day.

The chart displays the following metrics:

- **Processed:** a number of records successfully transcribed
- **Errors:** a number of records that failed to transcribe due to errors, for example, invalid license, network issues, etc.
- **Recovered errors:** a number of records that initially failed but were successfully transcribed upon retry.

Info

Because transcription is asynchronous, the system periodically checks for results. Each check is counted as a retry attempt, so you may see many **Recovered errors**—this is normal behavior.



The tab **Processing records** shows the individual records that were processed recently. It shows a total number of Completed, In Progress, Failed, Aborted and Skipped records.

You can filter this list by date range, status as well as search by record ID.

The **Record ID** is a unique identifier of the call in the MiaRec system. You can use this ID to search for the call in the call recordings list and verify the transcription result.

All jobs > Transcribe recordings > Transcribe recordings

Job «Transcribe recordings»

[Start](#) [Edit](#) [Clone](#) [Delete](#)
Name: Transcribe recordings

Access scope: Unrestricted

Data Source: Incremental using queue

Source Queue: Transcript queue

Destination Queue: AI Assit queue

Date Created: Sep 30, 2024, 3:37 PM

Latest run

All runs

Processing records

Logs



2026/01/20 - 2026/01/20

Select a Record Status

Search by Record ID

Search

COMPLETED

IN PROGRESS

FAILED

ABORTED

SKIPPED

1,725

0

37

0

5

 Auto-refresh

[Delete](#)
[Retry](#)
[Export](#)

40-60 of many

[<](#) [>](#)

<input type="checkbox"/>	TIME PROCESSED	STATUS	RECORD ID	RETRIES	LAST ERROR
<input type="checkbox"/>	Jan 20, 2026, 8:39 PM	Completed	1f7daa1e-07ba-5557-8a68-06724b68b610	20 / 50	View
<input type="checkbox"/>	Jan 20, 2026, 8:39 PM	Completed	31d1b2f5-a211-5ecc-bb40-86162746dc0a	20 / 50	View
<input type="checkbox"/>	Jan 20, 2026, 8:37 PM	Completed	99d62203-f45e-560a-bd1e-b653073a8e19	19 / 50	View

Click **View** link next to the individual records to see the details of the transcription result, including the error text.

You can click on the **Record ID** to navigate to the call details page and view the transcript alongside the call recording.

Record 30791671 of Job «Transcribe recordings»

Job Name:	Transcribe recordings
First Time Processed:	Jan 22, 2026, 4:50 PM
Last Time Processed:	Jan 22, 2026, 7:12:01 PM
Record Type:	calls
Record ID:	0284c193-5eb5-11f0-f660-ec7d2fa4e19f
Status:	In Progress
Stage:	checking
Retries:	17
Max retries:	51
Next Retry Time:	Jan 22, 2026, 7:12 PM
Last Error:	User has no speech analytics license

The **Logs** tab shows the recent log messages related to the transcription job processing. This can be useful for troubleshooting issues with the transcription process.

Latest run	All runs	Processing records	Logs																																										
Warning	x	Search by Record ID	Search by Text																																										
<input type="checkbox"/> Auto-refresh	<input type="button"/> Delete	<input type="button"/> Export	0-20 of many < >																																										
<table border="1"> <thead> <tr> <th><input type="checkbox"/></th><th>RUN</th><th>DATE/TIME</th><th>SEVERITY</th><th>RECORD ID</th><th>MESSAGE</th><th>View</th></tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td><td>500</td><td>Jan 22, 2026, 11:11:22 AM</td><td>Warning</td><td>0284c193-5eb5-11f0-f633-a55a0fb6e19f</td><td>Call has no audio files</td><td>View</td></tr> <tr> <td><input type="checkbox"/></td><td>500</td><td>Jan 22, 2026, 8:40:04 AM</td><td>Warning</td><td>0284c193-5eb5-11f0-f61e-83eb3d1ae19f</td><td>Call has no audio files</td><td>View</td></tr> <tr> <td><input type="checkbox"/></td><td>499</td><td>Jan 21, 2026, 2:40:13 PM</td><td>Warning</td><td>068f29b9-2197-11f0-f587-af8c30428f9e</td><td>Call has no audio files</td><td>View</td></tr> <tr> <td><input type="checkbox"/></td><td>499</td><td>Jan 20, 2026, 6:15:06 PM</td><td>Warning</td><td>068f29b9-2197-11f0-f4dc-6b9f087e8f9e</td><td>Call has no audio files</td><td>View</td></tr> <tr> <td><input type="checkbox"/></td><td>499</td><td>Jan 20, 2026, 6:13:06 PM</td><td>Warning</td><td>068f29b9-2197-11f0-f4dc-5b66bfce8f9e</td><td>Call has no audio files</td><td>View</td></tr> </tbody> </table>				<input type="checkbox"/>	RUN	DATE/TIME	SEVERITY	RECORD ID	MESSAGE	View	<input type="checkbox"/>	500	Jan 22, 2026, 11:11:22 AM	Warning	0284c193-5eb5-11f0-f633-a55a0fb6e19f	Call has no audio files	View	<input type="checkbox"/>	500	Jan 22, 2026, 8:40:04 AM	Warning	0284c193-5eb5-11f0-f61e-83eb3d1ae19f	Call has no audio files	View	<input type="checkbox"/>	499	Jan 21, 2026, 2:40:13 PM	Warning	068f29b9-2197-11f0-f587-af8c30428f9e	Call has no audio files	View	<input type="checkbox"/>	499	Jan 20, 2026, 6:15:06 PM	Warning	068f29b9-2197-11f0-f4dc-6b9f087e8f9e	Call has no audio files	View	<input type="checkbox"/>	499	Jan 20, 2026, 6:13:06 PM	Warning	068f29b9-2197-11f0-f4dc-5b66bfce8f9e	Call has no audio files	View
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2.5.3 Troubleshooting Check List

- Check when the transcription job last ran and its status. Navigate to **Administration > Speech Analytics > Transcription > Jobs** and review the **Latest run** tab for the job status.

- Review the logs in the **Logs** tab for any error messages or warnings related to the transcription job.
- If the job did not run recently, verify how many records are pending in the processing queue. Navigate to **Administration > Jobs > Processing Queues**, select the transcription processing queue and check the number of pending records.
- If the job is running but no records are being transcribed, check if filters are configured correctly and do not exclude all records.
- Verify that users have been assigned the **Speech Analytics** license, which includes transcription.
- Check if the tenant has sufficient transcription limits and has not reached the monthly or lifetime limits. Navigate to **Administration > Tenant Management > Tenants**, select the tenant and review the transcription limits in the tenant profile.