



**CALL
RECORDING**

**WORKFORCE
ENGAGEMENT**

**QUALITY
MANAGEMENT**

**SUPPORTED
INTEGRATIONS**

- Avaya Aura
- Avaya SBCE SIPREC Recording Compatibility
- Avaya One Cloud



THE RIGHT SOLUTION FOR AVAYA CUSTOMERS



**More than Call
Recording**

MiaRec's compliant, secure, and reliable Call Recording software is the foundation of our Customer & Workforce Engagement Platform. It seamlessly integrates with MiaRec's Voice Analytics, Quality Management, Screen Capture, and Advanced Reporting Suites for a unified solution.



**Achieve Your
Business Goals**

Get total insight into your service operation and identify common threads between all interactions by discovering topic trends, spotting keywords/phrases, and much more.



**Conquer
Compliance &
Security**

MiaRec's comprehensive compliance and security features ensures we always have your back. MiaRec includes PCI masking, file watermarking, a full audit trail, and 256-bit encryption. Meet regulatory and corporate security requirements, including PCI-DSS, HIPAA, MiFID II, Dodd-Frank, and more.



WHY MIAREC FOR AVAYA?

MiaRec is a proud member of the Avaya DevConnect Technology Partner program. Our solutions are fully integrated and 100% interoperable with Avaya communications systems such as Avaya Aura (Aura Communication Manager, Aura Application Enablement Services (AES) including Aura 10 over Device, Media and Call Control (DMCC), and Avaya Session Border Controller for Enterprise. The MiaRec platform records your Avaya calls and extracts comprehensive speech analytics from every interaction.

ABOUT US

MiaRec, Inc. is a California-based provider of award-winning customer and workforce engagement platform.

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

HEADQUARTERS

**1999 S Bascom Ave
Suite 928
Campbell, CA 95008 USA**

A UNIFIED SOLUTION FOR BETTER RESULTS



Call Recording

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Voice Analytics

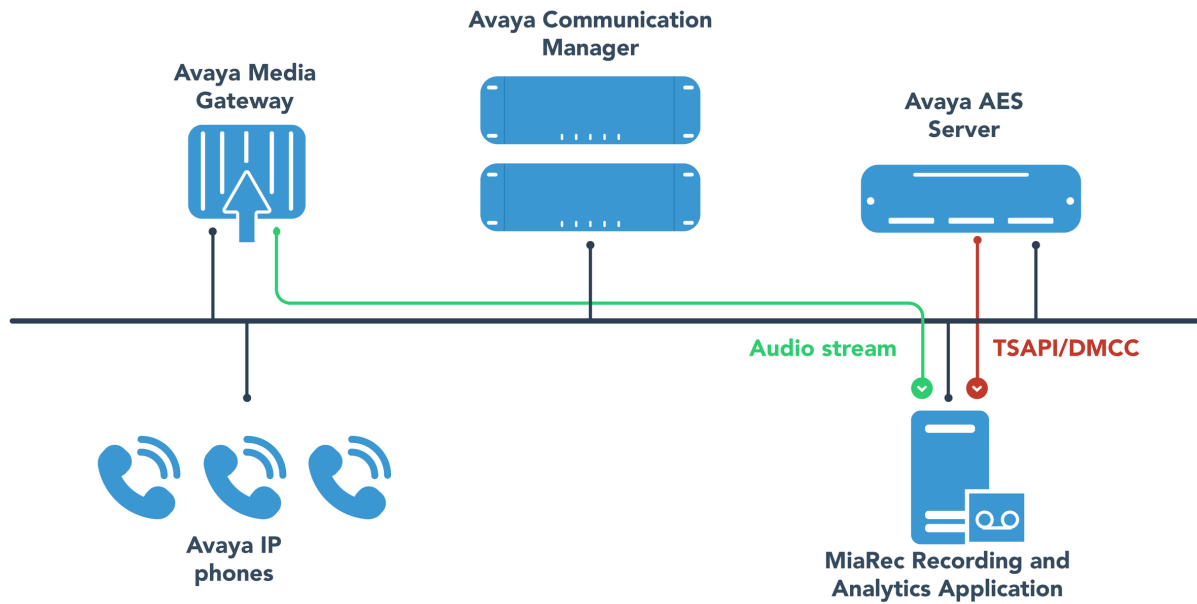
Get total insight into your service operation and identify common threads between all interactions by discovering topics trends, spotting keywords/phrases, and share valuable customer, product, and competitive intelligence across your entire organization.



Quality Management

Monitor your (remote) agents' calls, evaluate their performance manually or automatically across your entire call volume, and report results in real-time to effortlessly monitor and improve the customer service quality and deliver the best possible customer experience.

Avaya Aura



HOW IT WORKS

Device Media Call Control (DMCC) is an API that provides call recording directly from Avaya Communication Manager. MiaRec uses the TSAPI interface from Application Enablement Services (AES) server to monitor skill groups and agent stations on the Avaya Aura Communication Manager. Additionally, MiaRec uses the DMCC interface from AES to capture agent calls with the Multiple Registration (MR) method.



REQUIREMENTS

- Avaya Communication Manager v6.3.2 or higher.
- Avaya Application Enablement Services (AES) Server v6.3.1 or higher.
- TSAPI Basic License per each recorded extension and each monitored ACD Split / Hunt Groupz.
- DMCC Basic License for each recorded extension.

BENEFITS



DevConnect Partner

MiaRec is a long-standing Avaya DevConnect Technology Partner delivering the most rigorously tested solutions you can trust.



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 identifying competitive intelligence and customer insights.

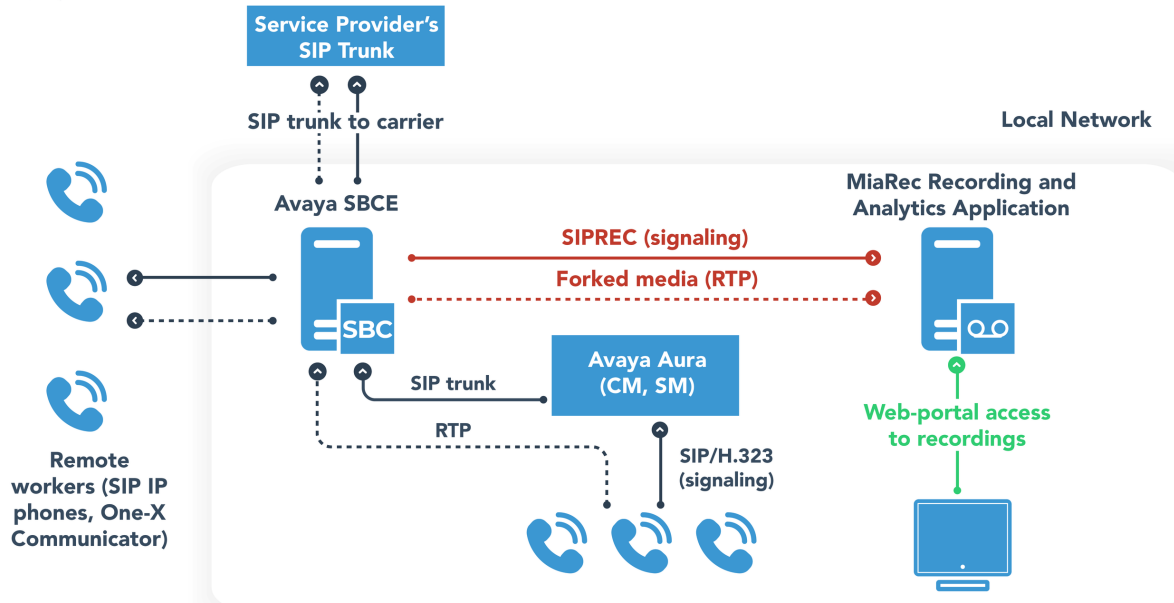


Rapid Deployment



Supports Remote Agents

Avaya Session Border Controller for Enterprise



HOW IT WORKS

The MiaRec recording server is configured as a Session Recording Server (SRS) on the Avaya Session Border Controller for Enterprise (SBCE). When calls pass through the SBCE to the SIP trunk, call metadata and media are forked to the recording server via SIPREC. MiaRec decodes the data and archives on local storage.



REQUIREMENTS

- Avaya SBCE v.7.1 or newer (older versions do not support SIPREC or have limited support)

BENEFITS



Boost VOC Metrics

Improve Key VOC metrics including regardless how you measure success by (NPS, CSAT, CLV, or other metrics)



Multi-Tenancy

Multi-tenant architecture to host multiple users in one system, allowing you to add new business units without installing additional (virtual) servers.



Rapid Deployment

MiaRec is so easy to implement and use that you could be up and running in as little as 24 hours.



Advanced High Availability



Unlimited Scalability