



CONVERSATION INTELLIGENCE

**Overview of Best-of-Breed
Automated Quality Management
Solutions for Contact Centers**





ABOUT US

MiaRec offers Automated Quality Management and Conversation Intelligence solutions for contact centers worldwide. Our platform is designed to automate workflows, save cost, boost efficiency, enhance customer experience, grow revenue, and drive digital transformation. With MiaRec, contact centers gain full visibility into their performance and can transform inaccessible call center data into valuable customer insights, all while ensuring compliance.

Founded in 2013, the Silicon Valley-based company serves more than 500 healthcare organizations, insurance firms, retail companies, financial services institutions, and other customer-first companies worldwide.

FEATURED PRODUCTS



AUTO QA

Automatically score 100% of your calls with Generative AI.



TOPIC ANALYSIS

Leverage LLM to automatically categorize interactions into relevant topics.



SENTIMENT ANALYSIS

Gain actionable insights into customer experiences and perceptions.



AI INSIGHTS

Uncover and analyze the valuable data hidden in call recordings.



AUTO CALL SUMMARY

Understand the gist of conversations with concise and customizable overviews.



AI PROMPT DESIGNER

Easily Customize and optimize AI prompts in a simulated environment.

FEATURED INTEGRATIONS

MiaRec solutions natively integrate with a wide range of the most common and enterprise-ready communication solutions on the market.





AI-POWERED AUTO QA

Gain full visibility by utilizing Generative AI to automatically score 100% of your calls. Contact centers can evaluate a much larger volume compared to manual reviews, ensuring comprehensive coverage and more detailed insights into performance across the entire team.

KEY FEATURES:

- Evaluate 100% of calls, ensuring comprehensive coverage and detailed insights.
- Reduce the time and labor traditionally required for QA. With the time saved, managers and QA teams can focus on more strategic tasks in order to scale operations.
- Visualize trends over time and across teams with aggregate reporting, and receive alerts for faster, more efficient action.
- Automatic scorecards offer exceptional customization, allowing you to assess what matters most to your team in every scenario.

REPORT DETAILS

CALL DETAILS

TRANSCRIPT

NOTES 1

CALL SUMMARY

AI INSIGHTS 4

SENTIMENT SCORE

TOPICS

TRANSCRIPT

Download transcript

Agent [0:00]: Thank you for calling Krispy Kreme. How can I help you?

Customer [0:04]: Hello, um, I have been trying to order three dozen blueberry donuts, five dozen glazed, and 12 dozen red velvet donuts, but um, the system won't let me complete my purchase. Um, I'm not sure if maybe it thinks it's an error or something, but I really need these for a fundraiser that I'm hosting. So is there any way you can help me?

Agent [0:32]: I'm really sorry that you're having trouble checking in online. Can you tell me when you were trying to place the order and if you're trying to place it as a guest or if you have an account with us?

Customer [0:41]: No, no, no, I have an account with you guys. I'm a gold star member. I've been trying to place this since last night. I received even a few confirmation emails, but when I went in to check the status of my delivery this morning, I saw that my order has been canceled.

Agent [1:01]: Oh, no. I'm so sorry to hear about that. Okay. Well, let's get you all settled. Um, would you mind giving me your account number, please?

Customer [1:12]: Okay, but can you let me know if this will be resolved before 12 o'clock this afternoon because I got to take these donuts down to the church.

EVALUATION REPORT

66
SCORE
FAIL

GREETING

57% (20/35) FAIL

Did the agent greet the caller appropriately?
yes (10 of 10)

AI Assistant:
Yes - The agent greeted the caller by saying 'Thank you for calling Krispy Kreme. How can I help you?'

Did the agent introduce themselves?
no (0 of 15)

AI Assistant:
No - The agent did not introduce themselves during the call.

Did the agent mention their company name?
yes (10 of 10)

AI Assistant:
Yes - The agent mentioned the company name 'Krispy Kreme' during the call.

VERIFICATION

0% (0/20) FAIL

COMPLETED REPORTS

191

TOTAL PASSED

73 (38.2%)

AVG SCORE

76.5

AVERAGE SCORE

Section	Manual QA		Auto QA	
	Avg score	Passed	Avg score	Passed
Greeting	0	0	77.7	39 (20.4%)
Verification	0	0	37.8	8 (4.2%)
Problem resolution	0	0	88	100 (52.4%)
Closing	0	0	96.3	108 (56.5%)
Total evaluations		0		191

User	Evaluations	Avg score	
Aaron Marquez	13	58.9	View
Curtis Nunez	6	65	View
Alyssa White	3	68.7	View
Samantha Moore	12	68.8	View
Tiffany Brown	12	71.8	View
Crystal Johnson	7	72.9	View



LLM-BASED TOPIC ANALYSIS

LLM-based Topic Analysis allows contact centers to simply describe topics in natural language sentences, eliminating the need for exhaustive keyword lists. Leveraging pre-trained LLM capabilities, this solution comprehensively analyzes conversations, taking into account the full context and nuances of dialogue.

KEY FEATURES:

- Advanced algorithms categorize conversations into relevant topics, reducing the need for manual sorting.
- Leverage pre-trained LLM technologies to analyze conversations while taking into account the full context and nuances of dialogue.
- Offers detailed reporting and visualization of trends, sentiment, and performance metrics.
- Create, customize, and change topics easily without the need for extensive keyword lists.

CALL DETAILS

TRANSCRIPT

AGENT EVALUATION

SHARED ACCESS

NOTES

CALL SUMMARY

AI INSIGHTS

SENTIMENT SCORE

TOPICS

Cancel reservation (2)

Problem with payment

Problem with service (2)

I had a reservation to Hotels.c...

I contacted them about cancelin...

I had a reservation to Hotels.c...

I'm dealing with foreign custom...

TRANSCRIPT

Download transcript

Agent [0:06]: Good day. Thank you for calling Reservations at [REDACTED] My name is Sarah. How can I help you?

Customer [0:11]: Yes, hi, Sarah. My name is [REDACTED] I was wondering if you can help me or give me a referral for billing. [REDACTED] I had a reservation to [REDACTED] for May 15th, and I show it as being canceled, but I was billed for four nights. Are you guys able to confirm that I had a reservation or if it was canceled or any information about that?

Agent [0:36]: Definitely. I can go ahead and verify here, my aunt. You said first name is [REDACTED] last name is [REDACTED] Your best contact number would be?

Customer [0:44]: Right. It's [REDACTED] A

OVERVIEW	SENTIMENT	SENTIMENT HEATMAP	TOPICS	CALLS
TOPICS		BIGGEST TOPIC, CALLS		BIGGEST TOPIC, MINUTES
13		5,245		50,435
TOPIC	TOTAL CALLS	AVG DURATION	CALL TIME, MINUTES	
Pricing inquiry	5,245	9:36	50,435	View
Booked reservation	1,908	10:30	20,060	View
Modify reservation	1,666	10:07	16,882	View
Check room availability	1,488	5:54	8,790	View
Cancel reservation	1,070	7:33	8,085	View
Early check-in request	1,057	8:05	8,550	View
Payment made	946	9:18	8,803	View
Frustration	435	7:37	3,320	View
Voicemail	410	1:46	726	View
Problem with service	395	5:34	2,204	View
Service Animal	389	7:44	3,014	View
Problem with payment	220	8:24	1,851	View
Request refund	111	8:07	902	View



GENERATIVE AI SENTIMENT ANALYSIS

Generative AI-powered Sentiment Analysis goes beyond merely capturing what customers are saying, it delves into their emotional state as well. By effectively addressing negative sentiments, companies can enhance customer retention and so much more.

KEY FEATURES:

- Every conversation is analyzed and provided with a total sentiment score, individual scores for the agent and customer, and a detailed explanation to justify the score.
- Customize the analysis within the AI prompt to ensure results are tailored to your specific needs. Then create automatic email alerts based on certain criteria.
- Generate comprehensive reports highlighting sentiment trends to make data-driven decisions, optimize strategies, and strengthen customer relationships.
- Utilize the sentiment heatmap or filter aggregate data by sentiment labels or score ranges to prioritize calls with potential issues for immediate review.

SENTIMENT SCORE

-40

TOTAL SCORE

-30

AGENT SCORE

-50

CUSTOMER SCORE

The conversation was scored as negative because the customer was frustrated that the credit card authorization form was not readily available at the hotel, despite being physically present. The agent was unable to provide a satisfactory solution, leading to the customer's continued frustration.

TOPICS

☒ Problem with service (3)

I talked to two of your lobby ...

I don't see why they're not ab...

I'm totally confused.

TRANSCRIPT

Download transcript

Agent [0:58]: Good day, thank you for contacting the reservations here at [REDACTED]. My name is Daniel. How can I assist you today? Good morning.

Customer [1:04]: How are you? Good morning, Daniel. How are you? Hello, can you hear me? I'm good, thank you. I'm in the lobby of your hotel, and I'm trying to gain a credit card authorization form. I talked to two of your lobby, well, the two women who are working in the lobby area. They don't seem to know what the form is and they suggested that I, a person who is disabled and on wheels, come back to the hotel for the form, which I frankly find to be ludicrous. So I'm hoping that someone in the entire hotel can get me the form so I can complete it and then move on to my next errand.

Agent [1:48]: So you're currently at the property?

Customer [1:52]: I am. I'm sitting in the lobby.

Agent [1:54]: Yes, ma'am. Oh, well. What I want to advise you is I am off property reservations. What I would do is collect your information and then submit the credit card authorization form request and you would receive it by email. But if you're there...

Customer [2:11]: I am in the lobby now. I'm





CUSTOM AI INSIGHTS

Custom AI Insights offer unparalleled capabilities for uncovering and analyzing the valuable data hidden in call recordings. With the AI Assistant, users can dive deep into call content to extract actionable insights and trends with ease.

KEY FEATURES:

- Extract a singular call reason to easily gather crucial insights.
- Obtain the key facts that matter most from each conversation.
- Gain targeted coaching and feedback from AI Assist after each interaction.
- Build custom detailed reports to visualize key information.

CALL DETAILS

TRANSCRIPT

AGENT EVALUATION 1

SHARED ACCESS

NOTES 1

CALL SUMMARY

AI INSIGHTS 4

Key facts:

Key Facts from the Call Transcript

- Agent Name: Not mentioned
- Customer Name: Red Yellow
- Phone Number: Not mentioned
- Reason for the Call: Customer was having trouble placing an order for donuts online for a fundraiser.
- Solution Provided by Agent: The agent offered to place the order for pickup at the nearest Krispy Kreme store, with an extra dozen donuts added to the order. The agent also mentioned the option of setting up standing orders for future fundraisers.

Product:

Blueberry donuts, glazed donuts, red velvet donuts

Product category:

Groceries

Reason of Call:

Issue with placing order

SENTIMENT SCORE

TOPICS

TRANSCRIPT

Download transcript

Agent [0:00]: Thank you for calling Krispy Kreme. How can I help you?

Customer [0:04]: Hello, um, I have been trying to order three dozen blueberry donuts, five dozen glazed, and 12 dozen red velvet donuts, but um, the system won't let me complete my purchase. Um, I'm not sure if maybe it thinks it's an error or something, but I really need these for a fundraiser that I'm hosting. So is there any way you can help me?

Agent [0:32]: I'm really sorry if you have an d

00:00 / 04:54

Play

10s

10s

x1

x1.2

x1.5

x1.7

x2

Save audio file

CALL DETAILS

TRANSCRIPT

AGENT EVALUATION 1

SHARED ACCESS

NOTES 2

NOTES

Translate to Spanish Jul 11, 2024, 8:40 PM

Pin to top

Delete

Agente: Buenos días, habla Sarah. Llamo de Travel Express. ¿Estoy hablando con el Sr. Johnson?

Ciente: Sí, soy yo. ¿En qué puedo ayudarte hoy?

Agente: Genial, me alegra estar hablando con la persona correcta. Llamo de Amtrak y tenemos una reserva a tu nombre. Antes de emitir el boleto, me gustaría confirmar algunos detalles para tu próximo viaje. ¿Está bien para tí?

Ciente: Sí, por supuesto. Agradezco la llamada, Sarah.

Agente: Bien, para empezar, me gustaría verificar tu fecha de salida. Tenemos anotado el 25 de junio, ¿es correcto?

Ciente: Sí, es correcto.

Agente: Perfecto, muchas gracias. Y el horario que tenemos es a las 9:30 de la mañana, saliendo de la Estación Union en Washington, D.C., ¿es correcto?

Ciente: Sí, así es.

Agente: Tenemos como destino Chicago, y deberías llegar a las 2:45 en la Estación Union de Chicago. ¿Es correcto?

Ciente: Sí, hacia allá me dirijo.

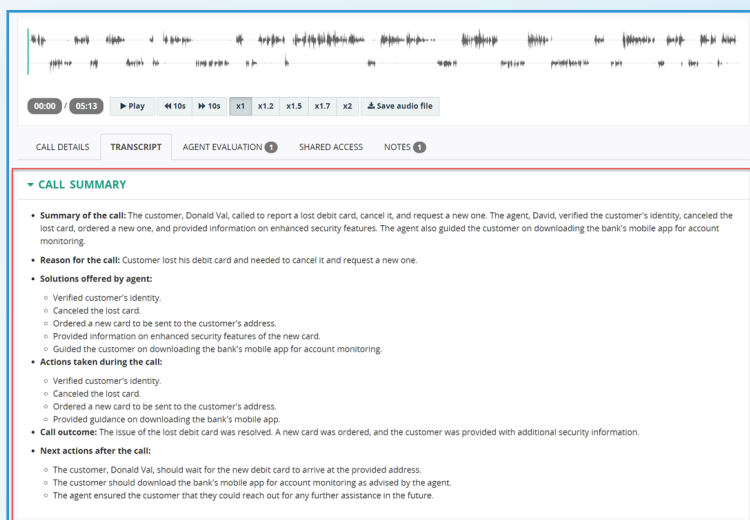


AUTO CALL SUMMARY

Automated call summaries provide a quick overview of the call transcript, enabling service representatives and managers to understand the gist of a conversation without listening to the entire recording.

KEY FEATURES:

- Reduce the time spent on post-call activity, such as manually entering call notes.
- Boost CX by allowing your agents to focus on delivering top-notch service instead of taking time to type during conversations.
- Customize the structure of the call summaries to your own needs instead of a one-size-fits-all generic summary.
- Integrate call summaries into your CRM to save a concise, written record of each interaction.

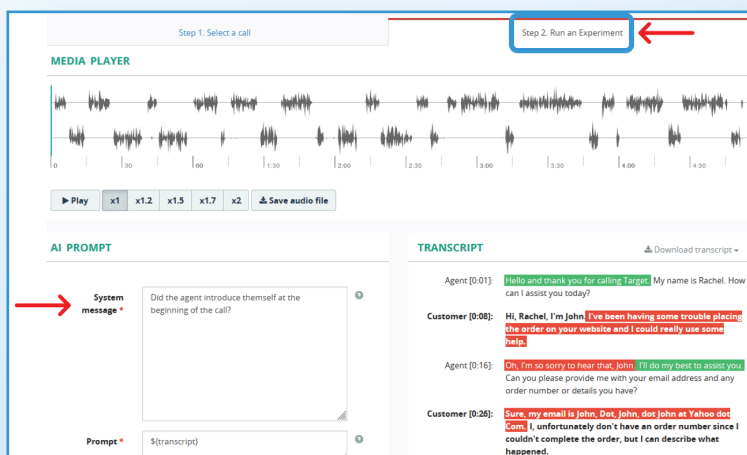


AI PROMPT DESIGNER

AI Prompt Designer provides a sandbox environment to customize and fine-tune prompts precisely to your needs, without affecting analytics. Testing prompts against call data will enhance the performance and drive meaningful results.

KEY FEATURES:

- Easily customize prompts according to your specific requirements, tailoring them to suit different scenarios.
- Test customized prompts in a simulated environment to refine them for effectiveness and improved performance, without impacting live results.
- AI Prompt Designer includes a library of sample prompts designed to assist in getting started.



MiaRec is designed to help contact centers win back time, improve CX, and increase revenue with Generative AI-powered Automated Quality Management and Conversation Intelligence solutions.

CONTACT US



www.miarec.com



1999 S Bascom Avenue, Suite 928, Campbell CA 95008



+1 408 580 0150



sales@miarec.com

FOLLOW US ON SOCIAL

