miarec

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.

CISCO   Five9   Microsoft Teams   RingCentral   twilio

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.

Evaluation Report (screenshot)

| 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 themself? — 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

Dashboard (screenshot)

| EVALUATIONS» | EVALUATIONS |

COMPLETED REPORTS	TOTAL PASSED	AVG SCORE
191	73 (38.2%)	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.

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.

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.

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.
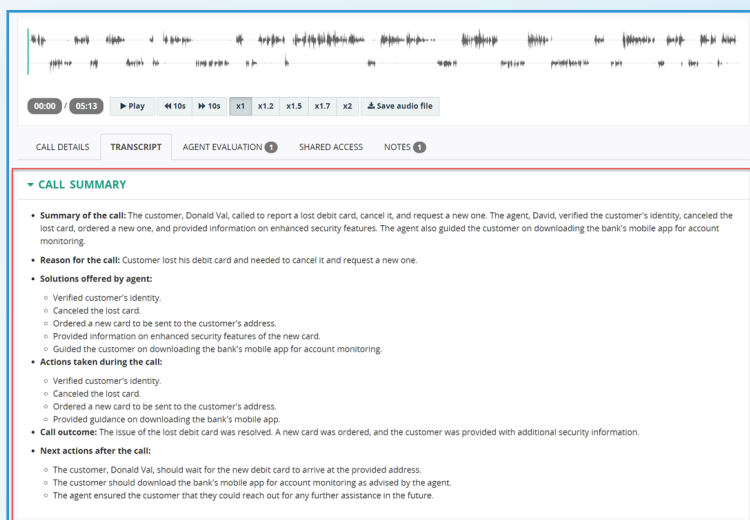
AI PROMPT DESIGNER

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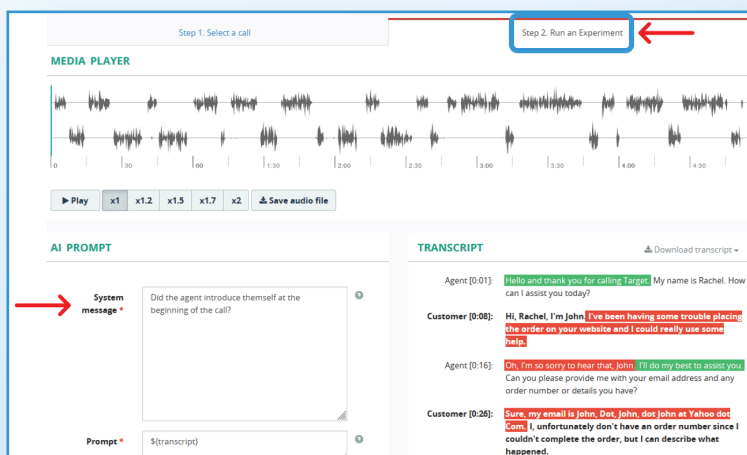
MiaRec is designed to help contact centers win back time, improve CX, and increase revenue with Generative AI-powered Automated Quality Management and Conversation Intelligence solutions.

CONTACT US

🌐 www.miarec.com

📍 1999 S Bascom Avenue, Suite 928, Campbell CA 95008

📞 +1 408 580 0150

✉️ sales@miarec.com

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