miarec

Optimize Your Contact Center Operations with MiaRec and Five9

Five9 Global Partner
INDEPENDENT SOFTWARE VENDOR
ACCREDITED

Simplify Quality Management, Gain Actionable Insights, and Improve Customer Experience with Advanced AI Solutions

MiaRec is a global provider of AI-driven Automated Quality Management solutions for contact centers. Our innovative tools simplify quality assurance processes, save time, enhance CX, and boost operational efficiency.

Seamlessly integrated with Five9's VoiceStream platform, MiaRec provides users with secure, easy access to the essential tools that drive innovation, collaboration, and enhance business outcomes. With the flexibility and scalability of a cloud-based contact center solution, you can effortlessly streamline workflows, save valuable time, and align platform capabilities with your organization's growth.

> "Modern contact centers require solutions that scale and flex to meet organizations' changing needs. We are thrilled to partner with MiaRec, whose solution is integrated with Five9 VoiceStream and offers our customers another opportunity to gain valuable insights into data critical to improving the customer journey."
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> **–Scott Black, RVP of Business Development at Five9**

Automate & Scale Quality Assurance with AI

By harnessing advanced Speech Analytics and Generative AI, MiaRec Auto QA delivers exceptionally accurate scoring of 100% of calls, enabling a nuanced understanding of context and agent performance. This comprehensive visibility and consistent evaluation not only enhances service quality but also drives operational excellence.

Decode & Evaluate Customer Sentiments

Using sophisticated Generative AI, MiaRec Sentiment Analysis automatically evaluates the contents of the transcription for the sentiment of customer conversations, offering valuable insights into customer experiences and perceptions. By delivering actionable sentiment data, organizations can enhance their customer service and drive strategic improvements.

Automatically Measure KPIs & Get Customer Insights Using AI

Gain access to concrete benefits, like full visibility into why your customers are calling, key insights about those interactions, customizable data tailored to your needs, and much more with MiaRec AI Insights. Then dig in deeper to a comprehensive array of critical metrics like CSAT, NPS, and NES from MiaRec IMetrics. Powered by Generative AI and LLM-based technologies, contact centers can transform raw data into actionable intelligence that drives informed decision-making and tangible results.

About MiaRec

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 customer-first companies worldwide. Learn more at www.miarec.com or contact us at sales@miarec.com