



Optimize Your Contact Center Operations with MiaRec and Five9



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.”

–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.

The screenshot displays the MiaRec AI QA interface, divided into two main sections: 'REPORT DETAILS' and 'EVALUATION REPORT'.

REPORT DETAILS: Includes tabs for 'CALL DETAILS', 'TRANSCRIPT', and 'NOTES'. It features sections for 'CALL SUMMARY', 'AI INSIGHTS', 'SENTIMENT SCORE', and 'TOPICS'. The 'TRANSCRIPT' section shows a conversation between an agent and a customer regarding a donut order.

EVALUATION REPORT: Shows an overall score of 66 (FAIL). It includes a 'GREETING' section with a 57% (20/35) success rate and a 'VERIFICATION' section with a 0% (0/20) success rate. The report also includes AI Assistant prompts and their corresponding evaluations.



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.

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 able... I'm totally confused.

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 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 in the lobby.

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.

CSAT: 4.5

CSAT Score Details:

Summary: The customer interaction involved confirming travel details for an upcoming train trip. The agent efficiently verified all necessary information, processed the payment, and provided additional information about the journey, leading to a positive customer experience.

Factor Analysis:

- Issue Resolution Score: 5/5 (All travel details confirmed and payment processed without issues)
- Agent Performance Score: 4/5 (Professional and courteous, but minor communication errors noted)
- Customer Engagement Score: 3/5 (Customer expressed appreciation and satisfaction throughout the call)
- Efficiency Score: 4/5 (Handled the call efficiently with no transfers, but slight delays in communication)
- Extra Mile Score: 4/5 (Provided helpful information about wifi and future discounts)

Final CSAT Score Calculation:
Calculation: (5*0.4) + (4*0.25) + (3*0.15) + (4*0.15) + (4*0.05) = 4.55

Justification: The high score reflects the complete resolution of the customer's travel arrangements, the agent's professionalism, and the positive tone maintained throughout the interaction. The customer felt valued and appreciated the assistance provided.

Improvement Recommendations: The agent could improve by ensuring clearer communication to avoid minor errors in speech. Additionally, offering proactive suggestions for future travel discounts could enhance customer engagement.

NES: 5

NES Score Details:

Justification for NES Score:

- Issue Resolution: The customer's issue was resolved in a single call, with the agent confirming all necessary details for the upcoming trip.
- Customer Effort: The customer did not have to repeat any information, indicating a smooth flow of communication.
- Agent Responsiveness: The agent was clear, polite, and proactive throughout the conversation, providing all necessary information without delays.
- Time Taken: The call was efficient, with no excessive hold times or delays noted.
- Customer Satisfaction: The customer expressed appreciation for the agent's help and indicated that the call was beneficial, stating they would have been in trouble without it.
- Overall Experience: The interaction was straightforward, with no complications or frustrations, leading to a very easy experience for the customer.

NPS: 5

NPS Score Details:

Key Factors:

- Positive: Customer expressed appreciation for the agent's help. - Smooth and efficient resolution of the ticket confirmation. - Agent demonstrated professionalism and empathy throughout the call.
- Negative: No significant negative indicators present.
- Critical Moment: Customer's remark about being in great trouble without the agent's call indicates a high level of appreciation for the proactive service provided.

Justification: The customer expressed gratitude multiple times and acknowledged the importance of the agent's call, indicating a high likelihood of recommending the service. The call was efficient, with no issues or frustrations noted, leading to a strong positive sentiment.

Improvement Suggestions:

- Continue to maintain high levels of service and proactive communication to ensure customer satisfaction.

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