miarec

Solution Brief:

MiaRec Custom AI Insights

In today's fast-paced environment, contact centers struggle with overwhelming amounts of unstructured data, leading to missed opportunities for optimization and growth. While traditional analytics tools struggle to deliver the actionable intelligence necessary for strategic decision-making, a transformative solution has arrived. By harnessing advanced analytics technologies, contact centers can now unlock the full potential of their data, driving optimization and fostering unprecedented growth opportunities.

Overview

MiaRec's Custom AI Insights empower organizations to truly leverage their data. 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. 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.

Benefits

Unlock Hidden Insights
Uncover and analyze the valuable data hiding in call recordings to extract actionable insights and trends with ease.

Enhance Sales Performance
Identify calls where there is a high probability of prospects purchasing your products or services.

Operational Efficiency
Identify inefficiencies and areas for improvement, and streamline processes to boost results.

Enhanced Decision-Making
Take advantage of data-driven insights and AI generated "Next Best Actions" to make informed, strategic decisions.

Key Features

MiaRec IMetrics
Automatically calculate critical metrics like CSAT, NPS, NES, and more.

Targeted Coaching & Feedback
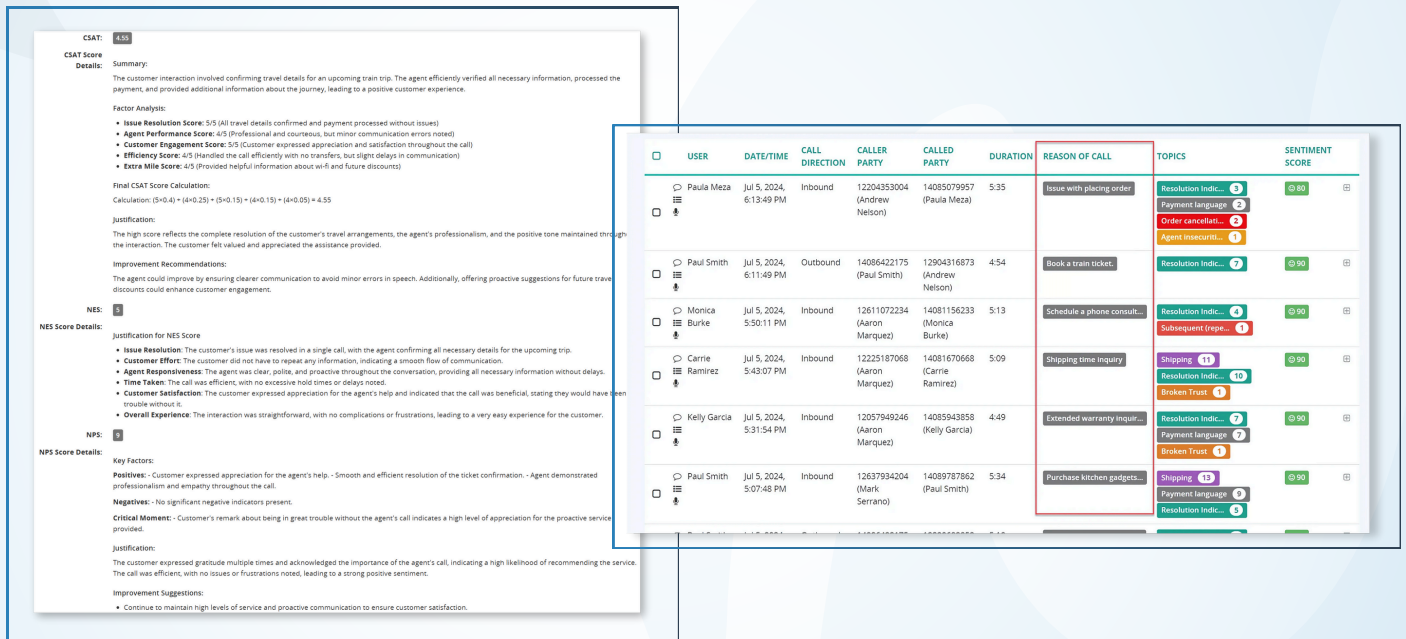Gain targeted coaching and feedback from AI Assist after each interaction.

Detect At-Risk Customers
Let AI tell you which customers are at risk of cancelling or churning based on their conversation with your agents.

Custom Reporting
Build custom detailed reports to visualize key information.

Unlock the full potential of your data with MiaRec's Custom AI Insights and MiaRec IMetrics. Contact us today at sales@miarec.com to schedule a demo and discover how we can help you transform your analytics into actionable intelligence.

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 healthcare organizations, insurance firms, retail companies, financial services institutions, and other customer-first companies worldwide. Learn more at www.miarec.com.