MiaRec LLM-based Topic Analysis

In today's data-rich environment, contact centers struggle to efficiently manage and analyze vast amounts of call data. The challenge lies in organizing this information in a way that allows for meaningful insights and actionable decision-making. Without effective categorization, valuable trends and patterns can be overlooked, leading to missed opportunities and inefficiencies.

Overview

MiaRec's LLM-based Topic Analysis offers a sophisticated solution for organizing and analyzing conversational data. By automatically categorizing interactions into relevant topics and themes, MiaRec streamlines data management and enhances your ability to extract actionable insights. This feature ensures that you can easily identify trends and make informed decisions based on well-structured data, while utilizing technology that accounts for the full context and nuances of dialogue.

	USER	DATE	TIME	DURATION	CALL DIRECTION	EXTERNAL PARTY	REASON FOR THE CALL	TOPICS	SENTIMENT SCORE	
☐	Carlos Mccullough	Jul 9, 2024	9:31 AM	5:30	Inbound	12973601605 (Aaron Marquez)	Issue with unauthorized ...	Request refund 3 Frustration 3 Problem with pay... 2	😊 70	⊞
☐	Kelly Garcia	Jul 9, 2024	8:26 AM	5:21	Inbound	12074829901 (Aaron Marquez)	Check inventory	Pricing inquiry 2 Order placement 1	😊 80	⊞
☐	Tiffany Brown	Jul 9, 2024	8:00 AM	5:14	Outbound	12991727159 (Mark Serrano)	Schedule appointment	Booked reservati... 3 Pricing inquiry 2	😊 90	⊞
☐	Christopher Lopez	Jul 9, 2024	5:29 AM	4:51	Inbound	12536331585 (Andrew Nelson)	Fill prescription and re...	Pricing inquiry 3 Payment made 3 Request refund 3 Order placement 3	😊 85	⊞
☐	Crystal Johnson	Jul 8, 2024	3:35 PM	4:56	Outbound	12847934947 (Andrew Nelson)	Request a refund	Request refund 8 Problem with ser... 3 Frustration 3 Payment made 3 Lack of knowledge 3	😊 10	⊞

Benefits

Efficient Data Organization

Automatically categorize conversations into predefined topics and categories, simplifying the management of large volumes of data.

Improved Decision-Making

Facilitate data-driven decisions by making it easier to access and analyze specific topics within your conversations.

Enhanced Analytics

Provide comprehensive insights into key themes and trends, helping you understand customer interactions and operational performance.

Streamlined Reporting

Generate organized reports that highlight important data points, allowing for efficient performance tracking and strategic planning.

Key Features

Automated Topic Identification
Advanced algorithms categorize conversations into relevant topics, reducing the need for manual sorting.

Comprehensive Analytics
Offers detailed reporting and visualization of trends, sentiment, and performance metrics.
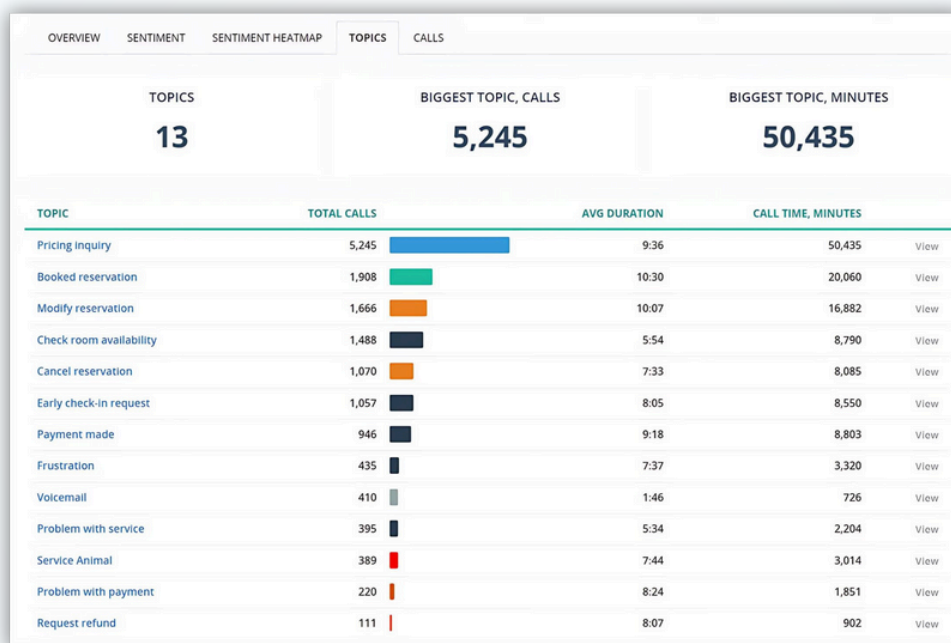
Contextual Understanding
Leverage pre-trained LLM technologies to analyze conversations while taking into account the full context and nuances of dialogue.

Customizable Topics
Create, customize, and change topics easily without the need for extensive keyword lists. Take it a step further to test the effectiveness and refine topics without affecting analytics in our AI Prompt Designer.

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

Transform your approach to data management and analysis with MiaRec's LLM-based Topic Analysis. Contact us today at sales@miarec.com to schedule a demo or learn more about how our solution can streamline your data processes and enhance your decision-making.

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.