



AN ADVANCED, RELIABLE CALL RECORDING AND INTERACTIONS MANAGEMENT SOLUTION FOR CONTACT CENTERS

WHY MIAREC QUALITY MANAGEMENT?



Fully integrated with MiaRec Recording, Live Monitoring and Screen Capture, MiaRec QM provides a 360 degree view of customer communication experience.



Fully customizable Score Cards allow you to quickly customize existing evaluation forms or build completely new forms to conform to your specific business needs.



Targeted Training provides immediate feedback on adherence issues along with training material for performance improvement.



Powered by AI allows you to choose interactions for evaluation based on predefined speech tags to get 100% visibility of script adherence and compliance.



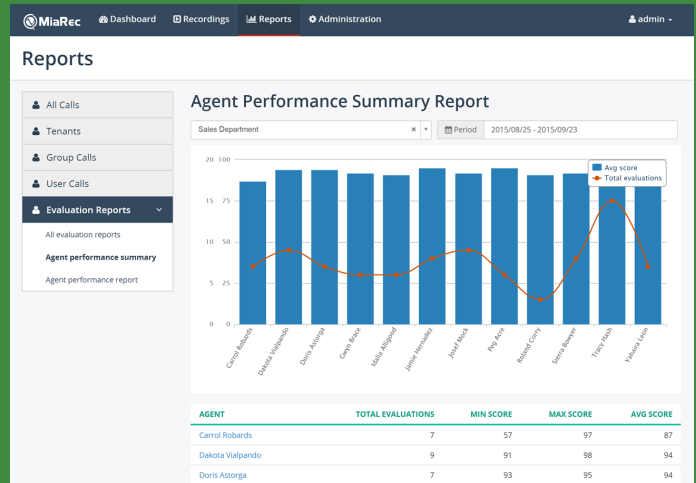
Extensive Reporting delivers visualized performance reports to identify agents' strengths and areas for improvement. Monitor trends and track individual or group performance improvement over time.

AGENT EVALUATIONS & SCORECARDS

MiaRec Quality Management provides contact center managers with the means to evaluate/analyze agent performance for exceptional customer service and better business results.

WHAT ARE AUTOMATIC SCORECARDS?

Automatic Scorecards leverage AI to automatically evaluate call transcriptions and provide immediate agent/call evaluations without any manager involvement.



KEY BENEFITS:

- Get insight into customer needs/ expectations
- Motivate your agents to improve their skills
- Highlight best practices and train new hires based on real call examples
- Maximize your Contact Center ROI