

MIAREC FOR MICROSOFT TEAMS

MOVE BEYOND COMPLIANCE

MiaRec compliantly records all of your MS Teams interactions across your entire organization, provides a top down view of your contact center, automates your QA, and delivers insights that are connected to your business results.

WHAT DOES BEYOND MEAN?



USE MIAREC TOPICS TO EXTRACT USABLE INSIGHTS WITHOUT HAVING TO DIG



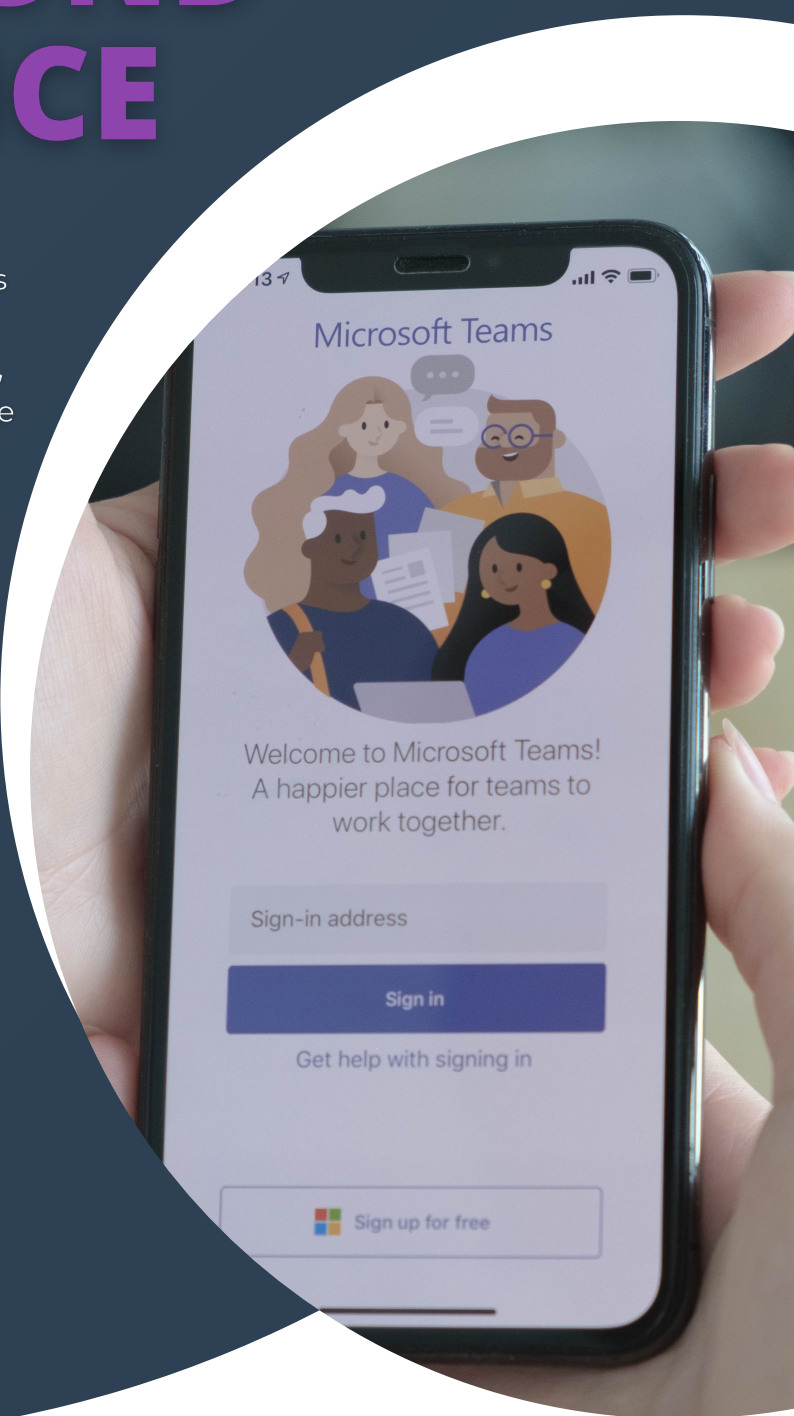
EASY PLUG-AND-PLAY INSTALLATION AND CONFIGURATION



COMBINE CALL AUDIO WITH SCREEN CAPTURE AND CALL METADATA



MS TEAMS RECORDINGS ARE DIARIZED, SEPARATING AUDIO FROM BOTH SIDES OF THE CALL SO YOU KNOW WHO SAYS WHAT



CAPTURE EVERY MICROSOFT TEAMS CALL **EASILY, TRANSPARENTLY, AND COMPLIANTLY.**

Use a single solution for capturing all of your Microsoft Teams interactions from employee back office meetings to front line customer interactions without missing out on valuable intelligence from your customers and employees.

- **Transparent Capture** - Teams calls are automatically captured, so no additional actions necessary from agents
- **Total Call Recall**- Combine call audio with screen capture and call metadata for the entire picture
- **Screen capture** shows you all agent on- screen activity including applications shares
- **Gain Competitive Intelligence** - Use MiaRec Topics to extract usable insights without having to dig
- **Capture any and every Teams call** - MiaRec records calls on site, remotely, or in hybrid environments
- **Hear the customer, score the agent** -Microsoft Teams recordings are diarized, separating audio from both sides of the call to ensure our analytics understand exactly who says what
- **Rapid Deployment** - Easy plug-and-play installation and configuration
- **More than just compliance recording** - Provides a top down view of your contact center, automates your QA, delivers insights connected to your business results
- **Fill the Compliance Gap** - We help organizations remain compliant on a global scale with HIPAA, GDPR, PCI, MiFID II, and much more.



More Information:
www.miarec.com

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COMPLIANCE AND MORE