



A word from our customers

" Highly impressed by MiaRec's expertise to very quickly install their solution ... The process was very painless relative to a project of this scale. MiaRec has a highly intuitive interface that enabled us to expand the group of associates who can listen to recorded calls. New users were provided access and were off and running without any need for further training."

- Director of Contact Centers - Large US Retailer

Contact us!

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MIAREC ANALYTICS

CONVERSATIONS MATTER

www.miarec.com

TOPIC	TOTAL CALLS	TRENDS	
Resolution Indicators (customer)	2113		View
Opening Statements	1437		View
Ending Statements	812		View
Company name	699		View
Positive Statements - Adverbs	603		View
Positive Statements - Empathy	558		View
Payment language	441		View
Positive Statements - Reassurance	419		View
Shipping	408		View

Why you choose us?

MiaRec allows you to stop surveying, and start listening to the voice of your customer.

- ✓ *Unlock business intelligence with Automatic Keyword Spotting*
- ✓ *Monitor the pulse of your operations with Topic Trends*
- ✓ *Gain insight into the true needs and expectations of your customers with Topics*
- ✓ *Set alerts for triggers to custom criteria (i.e. upticks in cancellation, service outages, and more)*

A Great Business Comes From A Great Idea

"We are changing the way contact center managers and business owners work with call data. Now with minimal training and time, managers can easily analyze complex data, gain comprehensive understanding of their processes, and make fast decisions to keep their organization one step ahead of their competition."

- Gennadiy Bezko, CEO



Topics

Stay in tune with your customers like never before



Agent Evaluation



Keyword Spotting

Automatic Keyword Spotting allows MiaRec to become your around-the-clock consultant



Critical Alerts

Actioning your insights and business intelligence.

We're Making Something Different

At MiaRec, we look at the recorded call differently. The MiaRec platform was built with the understanding that today's customer service operations must be agile & scalable while continuously improving the customer experience. This requires new capabilities that are shaping the future of customer support. MiaRec enables our customers to seamlessly scale their customer service operation while staying in lock-step with the sentiment, expectations, and desires of their customers.



Unlock Business Intelligence

Keyword Spotting

Your customer service operation needs constant oversight to maintain the high level of quality your company insists on. But as you grow your expanding client base, your company needs more eyes and ears to manage an increase in call traffic.

MiaRec Analytics supplies you with a diverse set of customizable tools for managing and continuously fine-tuning your customer experience.

Customize MiaRec to target key performance indicators you value.

- Target customer churn by having MiaRec automatically spot phrases like "I'm unhappy", "I'd like to cancel", "I want to return", and "I'm dissatisfied", etc.
- Reveal customer sentiment by targeting phrases like "that's great", "awesome", "thank you", "I'm frustrated", "it makes me angry" and cursing.
- Examine how your agents are responding to your customers by targeting the agent side of your calls and spotting phrases like "put you on hold".

Keyword Spotting allows you to design a company-specific vocabulary to analyze your recorded customer interactions using a precise speech-to-text engine.

MiaRec Keyword Spotting also allows you to search for keywords that happen sequentially or within several words of each other. Add variations of phrases and custom words specific to your company, such as the names of your competitors.



Monitor and Visualize Trends

Topics

Topics provides insight into the vital issues going on within your customer service operation. Sales trends, cancellations and returns, customer sentiment, agent confidence, and more can all be tracked within your call data as they occur.

Topics are monitored and trend according to the frequency they are mentioned within your call volume and visualized in an at-a-glance view of your customer interactions. Let MiaRec visually report emerging and receding trends as they occur.

The rich functionality of Topics goes farther than increasing customer satisfaction. The Topics feature opens the door to direct market feedback from your customer base without the error factors of surveys. MiaRec's keyword groups let you redesign the way you gather customer feedback by hunting for words and phrases they're already using with your call center agents and front-line employees.

TOPIC	TOTAL CALLS
Resolution Indicators (customer)	2113
Opening Statements	1437
Ending Statements	812
Company name	699
Positive Statements - Adverbs	603
Positive Statements - Empathy	558
Payment language	441
Positive Statements - Reassurance	419
Shipping	408
Resolution Indicators (agent)	348
Order cancellation	168
Broken Trust	163



Provide Immediate
Feedback

Critical Alerts

Most call recording solutions essentially leave you with a pile of data that is just waiting to be scored and stored.

We think that your most current calls are like a pulse that MiaRec can help you measure.



Stay Alert,
Respond Rapidly

Agent Evaluation

Evaluate the performance of your employees with speed and ease using MiaRec's custom call scorecards. Scorecards allow you to listen to a call while answering prompts from the application.

Use Scorecards and Topics together for maximum effect. Topics identifies relevant calls to take you to the heart of the trend allowing you to quickly drive improvement and efficiency with Scorecards.

Is there an uptick in cancellations? **Configure MiaRec to respond with an alert when the mentions of cancellation pass a threshold you set.**

Is there a service outage your customers are experiencing? **Let MiaRec show you how many customers are reporting it and which area codes they are calling from.**

Is a support issue gaining steam in your call center? **MiaRec can let you know when there is an increase in occurrences of a particular word or phrase.**

As MiaRec analyzes your audio, it can send supervisors alerts based on custom events, keywords, and real-time analytics.

Administrators and supervisors can define keywords or conditions they want to keep an eye on and set an interval or threshold for notifications.

- Rapidly isolate a keyword trends through Topics
- Evaluate calls in detail with customized scorecards.
- Save time and resources when evaluating your staff's call practices.



TOPICS

☒ Upset customer - Emotional words (5)
 ☒ Resolution Indicators (customer) (12)
 ☒ Resolution Indicators (agent) (3)
 ☒ Positive Statements - Empathy (11)
 ☒ Loss of Business (1)
 ☒ Payment language (6)
 ☒ Subsequent (repeated) Call (1)
 ☒ Broken Trust (2)
 ☒ Sales Success (3)
 ☒ Redirection Requests (13)

KEYWORDS

Unacceptable
 Upset (4)
 "I appreciate"
 perfect (4)
 thank you (7)
 "anything else" ONEAR "can help you" (3)
 "thank you" [truncated]
 call* ONEAR:1 back
 "you said" (2)
 "how are you"
 "thank you for calling"
 "I see" (9)
 "I understand" (2)
 purchase (3)
 supervisor | mana