



Staying Ahead of Compliance with Call Recording



MiaRec is a feature-rich call recording and workforce optimization solution with industry-leading reliability and compatibility.

MiaRec software solutions are designed to address the specific needs of the health-care industry, including HIPAA and MIPAA compliance as well as the protection of patient health information.

Healthcare providers worldwide rely on MiaRec to deliver exceptional-quality service to patients and members, while meeting the increasingly stringent regulatory requirements and CMS quality standards.

Comply and Secure

Limit liability by ensuring calls meet regulatory requirements of HIPAA, while preserving the insights needed to enhance experiences across your patient journey such as prescription refills, test results, and responding to caregiver questions

MiaRec helps protect the security of patient information and prevent unauthorized disclosures of confidential information via features including Encryption, Configurable Retention Policies, Privileged Access, File Watermarking, and Audit Trail Log

Understand Your Patients

Transform voice data into a critical business asset in order to identify trends and keep pace with the needs of your patients in order to deliver best-in-class experiences [Learn more about Speech Analytics](#)

Enhance Training

Provide immediate feedback to agents including training material for performance improvement without the need of manager intervention [Learn more about Agent Evaluations and Automatic Scorecards](#)

Improve Efficiency

Monitor and analyze 100% of interactions healthcare providers and payers to better understand drivers of wait times, billing issues and more, and make improvements



WEB BASED UI

Intuitive web-based UI with real-time dashboard reduces training time and allows access anytime, anywhere



INDUSTRY-LEADING SCALABILITY

Easily scales to tens of thousands of users across multiple locations



SPEECH ANALYTICS

Transcription with advanced search capability including by keyword



FLEXIBLE DEPLOYMENT

Available for both on-premise and cloud environments

PRIVILEGED ACCESS

ENCRYPTION

ADVANCED SECURITY

FULL AUDIT TRAIL



408.580.0150 | SALES@MIAREC.COM | WWW.MIAREC.COM

Building Efficiency through Call Recording



ADVANCED REPORTING

Provides comprehensive and extensive reports to analyze valuable business information and obtain actionable insights into call-center performance and operations

SCREEN CAPTURE

Call recording and screen capture are synchronized at playback so that supervisors and managers get a complete view of agents' interactions with customers

CALL RECORDING ANNOUNCEMENT

Automated inbound and outbound call recording protecting your organization from liability and allowing agents to focus on patients

CERTIFIED COMPATIBILITY

Get the most widely compatible call-recording solution available anywhere including leading equipment vendors, ensuring interoperability with virtually any phone system

CRM INTEGRATION

Seamlessly integrate MiaRec to the third-party applications, such as CRM and help-desk systems, to achieve superior customer service and maximum business results

MiaRec offers multiple recording options and centralized multi-site capability to provide the diverse flexibility to fit the specific needs of both on-site and remote contact center agents

SUPPORTED INTEGRATIONS

- Avaya
- Cisco
- MS Teams
- Any SIP-based Platform
- and [more](#)



CALL RECORDING

Record calls made to and from multiple locations, including remote agents



LIVE MONITORING

Monitor employees' calls in real time to guide and support on-site and remote agents to deliver optimum customer service



CONFIGURABLE RETENTION

Define archiving rules based on your business and compliance needs, and store various types of calls for specific lengths of time.



30-DAY FREE TRIAL

Evaluate MiaRec in your environment. Benefit from a 30-day trial license and easy install

CUSTOM SCORECARDS

REAL-TIME DASHBOARD

SCHEDULED BACKUP

FILE WATERMARKING

1999 S BASCOM AVENUE, SUITE 928, CAMPBELL, CA 95008 |

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