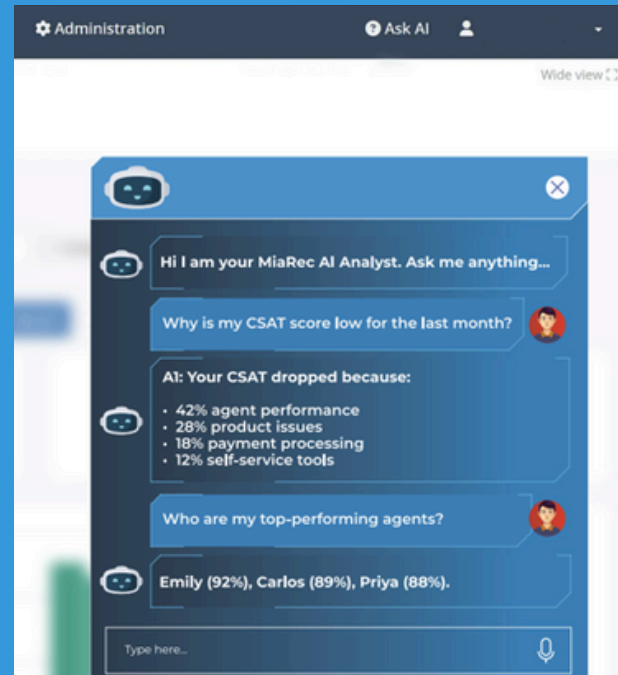


Instantly Turn Every Contact Center Leader Into An Analyst

Dashboards tell you what is happening, but they rarely explain why. But digging deeper usually requires an expensive data analyst and time.

MiaRec Ask AI is an add-on that turns every leader into an analyst in just seconds. They can ask any question and get instant, accurate, and aggregated answers, including evidence and data points, without waiting on analysts or trawling through call after call. Surface root causes, identify priorities and top issues, and point you to example calls so you can act fast.



THE CHALLENGE

Even with modern analytics, most contact centers still struggle to turn data into action:

- Leaders see negative sentiment or low CSAT but can't quickly pinpoint why it's happening.
- QA, CX, and revenue teams waste hours opening calls one by one to search for patterns.
- Analyst teams become a bottleneck for deep-dive questions from leadership.
- Emerging issues go unnoticed until they've already impacted churn, compliance, or revenue.

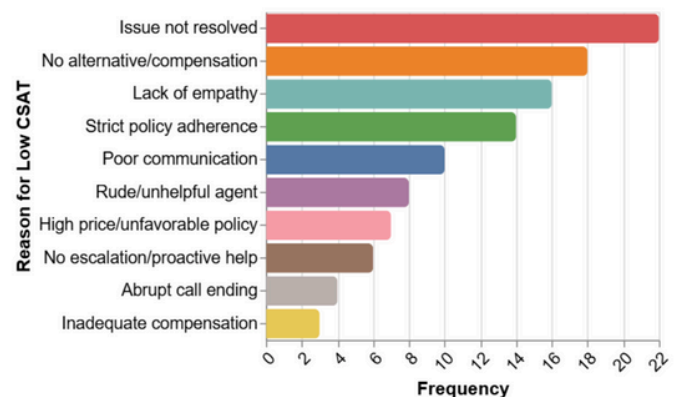
HOW MIAREC ASK AI HELPS

MiaRec Ask AI acts like a custom GPT for your contact center data—secure, domain-specific, and grounded in real conversations.

With Ask AI, your leaders can:

- **Ask questions in plain language.** For example, “Why did CSAT drop last month?” “Which agents struggle most with objections?”, and “What’s driving escalations on refund calls?”
- **Get instant, evidence-based answers.** Ask AI aggregates thousands of calls, identifies the top recurring issues, and shows you the volume and impact of each.
- **See example calls for every insight.** For each pattern, Ask AI surfaces example calls so supervisors can review exactly what happened and coach more effectively.
- **Visualize insights automatically.** Ask AI returns tables, charts, and graphs—so you're not exporting to Excel to make sense of the data.
- **Drill into any subset of calls.** Start from a report (e.g., “complaint + escalation required”) and then ask targeted questions about just those calls.

Below is a multi-colored bar chart visualizing these top reasons:



Would you like to see detailed examples of these calls, or a breakdown by agent or department?

What would you like to do next? You can ask:

- [Show me detailed examples of low CSAT calls.](#)
- [Break down low CSAT reasons by agent.](#)
- [Show the CSAT trend for the last quarter.](#)

HOW IT WORKS

MiaRec Ask AI sits on top of your existing MiaRec analytics. Once Auto QA, CX Intelligence, or Revenue Intelligence run in the background, Ask AI can turn those insights into powerful, conversational analysis.

1. Automate: Turn Conversations Into Structured Data. MiaRec automatically analyzes 100% of your calls for QA, CX, and sales/revenue data. Topics, sentiment, call outcomes, objections, and other events are captured as rich, structured data—ready for Ask AI to analyze.

2. Analyze: Ask Questions in Natural Language From within Ask AI, leaders can ask questions like “What are the top 5 reasons for negative sentiment this week?”, “Where are we losing the most deals, and why?”, and “Which scorecard questions are bottom-performing agents struggling with?” Ask AI analyzes the relevant call set, identifies patterns, ranks the top drivers, and presents the results in automatically generated tables and charts. It even provides you with suggestions for follow-up questions.

3. Scale: Act Faster, Coach Better, Fix Root Causes Because you can understand root causes in seconds instead of days, QA leaders can coach with real call examples rather than generic feedback, CX teams can prioritize the top issues harming satisfaction, and revenue leaders can target the objections and stages that leak the most deals.

Insights that once required hours of manual review now take a single prompt.

EXPECTED OUTCOMES

- Up to 60% reduction in time-to-insight.** Stop opening calls one by one. Discover root causes across hundreds or thousands of calls in seconds.
- 3–5x more issues identified and prioritized.** See your top recurring problems ranked by frequency and impact, so you always know what to fix first.
- 40% less time spent on manual reporting and deep dives.** Give leaders and analysts a natural-language interface to your data so they can self-serve insights—and spend more time solving problems rather than compiling reports.

Most Common Customer Complaints: Crew or Onboard Service (with C
Here are the most relevant direct quotes from customers regarding their complaint

DATE/TIME	AGENT	QUOTE FROM TRANSCRIPT
2025-07-22 12:58	Jane Doesworth	"My family and I, we were supposed to be seated
2025-07-22 11:10	John Wick	"There was a party of about 5 or 6 people, travel didn't see anyone approach them to ask them t
2025-07-22 11:10	Aretha Franklin	"It was the restroom... it was disgusting, I mean occasions and it was never cleaned, not once du
2025-07-21 11:10	Aretha Franklin	"No, it wasn't just difficulty with the bag, Sarah, unhelpful towards me."
2025-07-21 11:10	John Wick	"I was in row 20, and by the time they got to my a snack box... I was starving by the time we land

These quotes provide direct evidence of the most common types of complaints:

- Families not seated together
- Disruptive passengers not managed by crew
- Unsanitary onboard conditions
- Rude or unhelpful crew behavior
- Running out of food during meal service

Would you like to:

- [See more customer quotes or full transcripts?](#)
- [Analyze how agents responded to these complaints?](#)
- [View complaint trends or breakdowns by flight or agent?](#)



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Want to learn more?

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schedule a personalized product demo.

