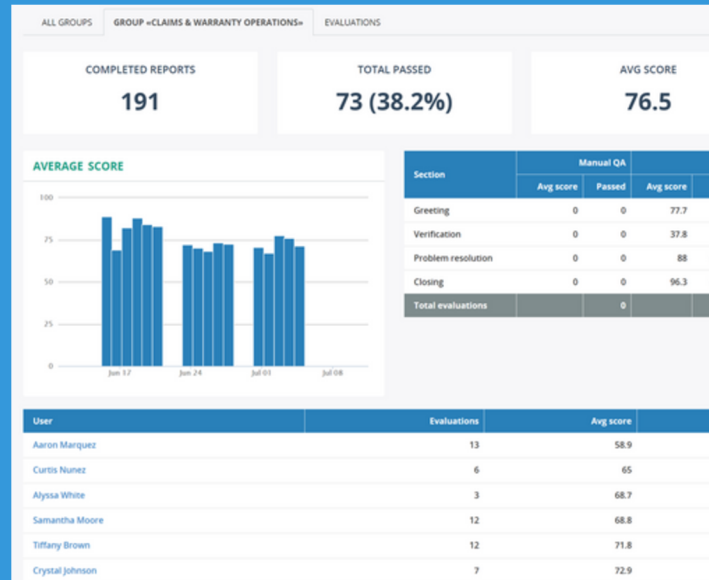miarec

Stop Sampling. Start Coaching Smarter.

Manual QA simply can't keep up. Reviewing a tiny fraction of calls gives contact center leaders an incomplete, biased view of agent performance. It slows coaching, lets critical issues slip through the cracks, and makes it impossible to scale QM.

MiaRec Auto QA changes the game.
By automating 100% of your QA process with AI, MiaRec delivers complete visibility, faster feedback loops, and higher-performing teams. You don't just check boxes—you build a coaching culture grounded in real insights.

CHALLENGES

- Manual QA only captures 1–5% of customer interactions
- Coaching is reactive and inconsistent across agents
- QA teams are overwhelmed with repetitive tasks
- Leaders lack actionable insight into agent behaviors

THE MIAREC SOLUTION

MiaRec's Auto QA solution enables you to automate your QA processes. Instead of manually evaluating only 2-5% of your calls, MiaRec's native AI solution automatically scores 100% of your relevant call volume using context-aware, advanced Generative AI, resulting in highly accurate results.

This not only frees up over 50 hours a month of your supervisor's time, but also allows you to focus on what matters most: improving the customer experience. With complete insights into your contact center operations, you can clearly identify agents or teams that require more coaching, determine the success of training initiatives, pinpoint calls that need follow-up, and much more.

In addition, MiaRec categorizes your calls by topics, allowing you to not only apply specific scorecards for certain types of calls but also to identify and monitor trends.

90%	**50%**	**3x**
Reduction in manual QA workload	Faster agent onboarding with coaching	More coaching moments identified per agent

KEY CAPABILITIES

Automated Call Scoring

Score every interaction against your own QA framework without lifting a finger.

Team Comparison Views

See how different agents, teams, or shifts perform against your benchmarks.

Custom AI Scorecards

Easily adapt criteria to align with your CX goals, compliance rules, and coaching priorities.

Coaching Insights

Automatically surface top opportunities to improve agent behaviors and performance.

Performance Dashboards

Track coaching effectiveness, QA trends, and team improvements over time.

Compliance Tracking

Ensure agents follow regulatory scripts and internal protocols, with call-level proof.

Alert-Based Triggers

Set alerts for critical behaviors like compliance breaches, missed greetings, or poor sentiment.

AI-Powered Call Tagging

Automatically classify calls based on intent, resolution, or customer emotion.

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Want to learn more?

Scan the QR code or visit https://info.miarec.com/demo to schedule a personalized product demo.