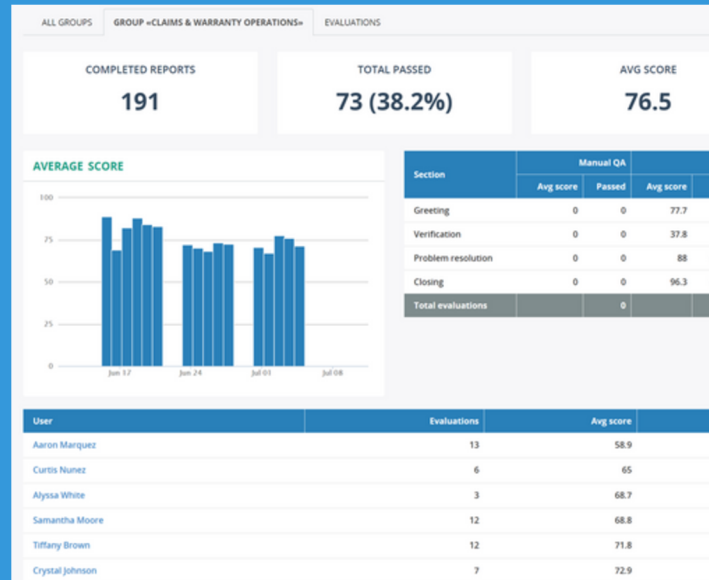


Stop Sampling. Start Coaching Smarter.

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%

Reduction in manual QA workload

50%

Faster agent onboarding with coaching

3x

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.

The screenshot displays the MiaRec Auto QA interface. On the left, a 'TRANSCRIPT' tab is active, showing a call log with timestamps and text from both the agent and customer. On the right, an 'EVALUATION REPORT' is shown, featuring a large '66 SCORE' with a 'FAIL' indicator. Below the score, several criteria are listed with their respective scores: 'GREETING' (57% (20/35)), 'Did the agent greet the caller appropriately?' (yes (10 of 10)), 'Did the agent introduce themselves?' (no (0 of 15)), 'Did the agent mention their company name?' (yes (10 of 10)), and 'VERIFICATION' (0% (0/20)).

The screenshot shows a table of completed reports. The table has columns for 'REPORT - NAME', 'REPORT - AGENT', 'REPORT - TYPE', 'REPORT - STATUS', 'REPORT - SCORE', and 'DURATION'. The data is as follows:

REPORT - NAME	REPORT - AGENT	REPORT - TYPE	REPORT - STATUS	REPORT - SCORE	DURATION
Score Card	Paula Meza	Auto score	Completed	62 FAIL	5:35
Score Card	Paul Smith	Auto score	Completed	65 FAIL	4:54
Score Card	Monica Burke	Auto score	Completed	73 FAIL	5:13
Score Card	Carrie Ramirez	Auto score	Completed	89 PASS	5:09
Score Card	Kelly Garcia	Auto score	Completed	89 PASS	4:49
Score Card	Paul Smith	Auto score	Completed	57 FAIL	5:34
Score Card	Paul Smith	Auto score	Completed	63 FAIL	5:19
Score Card	Shelly Russell	Auto score	Completed	73 FAIL	5:19
Score Card	Meredith Roach	Auto score	Completed	61 FAIL	4:55
Score Card	Roger Sanchez	Auto score	Completed	89 PASS	4:44

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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