

MIA REC CONVERSATION ANALYTICS

Every call your team takes is a decision you didn't get to see.

MiaRec reads every customer call and tells you why the customer called, how it ended, and how they felt. No one has to listen back.



Every call summarized after it ends



Runs on the phone system you already have



Multilingual transcription included



Follows SOC 2 standards



You control who on your team sees what

MiaRec - Call Summary

What happened on this call

Summarized after the call

D12

Inbound call - Dispatcher 12

Tue - 9:14 AM - 6m 48s

Resolved

Customer's furnace stopped heating for the second time this week. Dispatcher confirmed the active service contract, booked a technician for tomorrow morning, and offered a priority arrival window.

WHY THEY CALLED

Repeat repair

HOW IT ENDED

Technician booked

HOW THE CUSTOMER FELT

Frustrated

Reassured

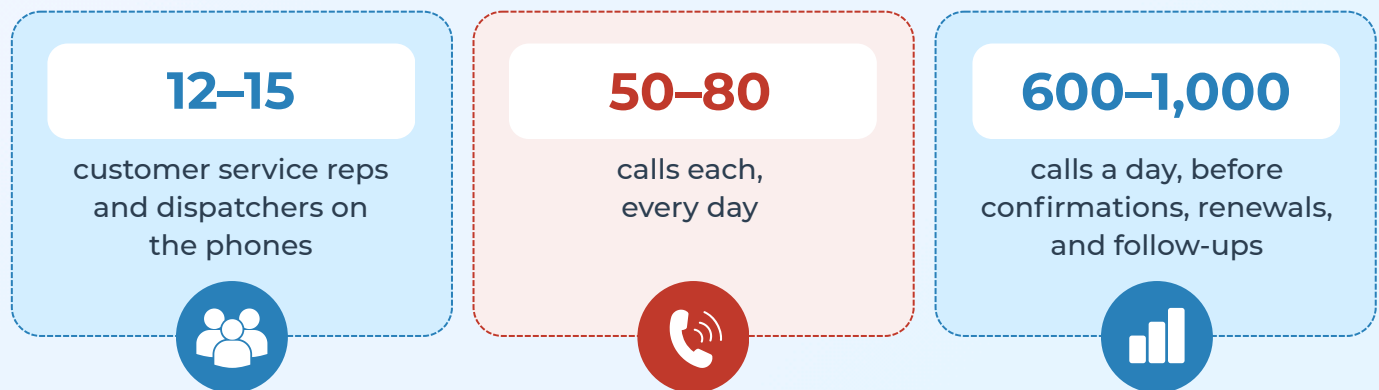
Every call is summarized as soon as it ends, so you know **why they called, how it ended, and how they felt** without listening back.

THE PROBLEM

Your best information is stuck in your customer conversations.

Why people call, what frustrates them, what they wish you sold, and which of your people handle them best. It's all said out loud, every day. But you can't listen to all of it, so you can't get to it, and you can't act on it.

Take a multi-location home services company:



Nobody can listen to all of that, and you can't count on agents to log every call correctly. So things get missed all the time.

PICTURE THIS

A customer with a service contract calls three times about the same furnace. Each time, a different dispatcher picks up, and each time, the call is handled politely. Nobody connects the three calls, and nobody tells the director. The customer cancels the contract by email.

The director did nothing wrong. She was never going to hear those calls. There were ten thousand others that month.



HOW IT WORKS

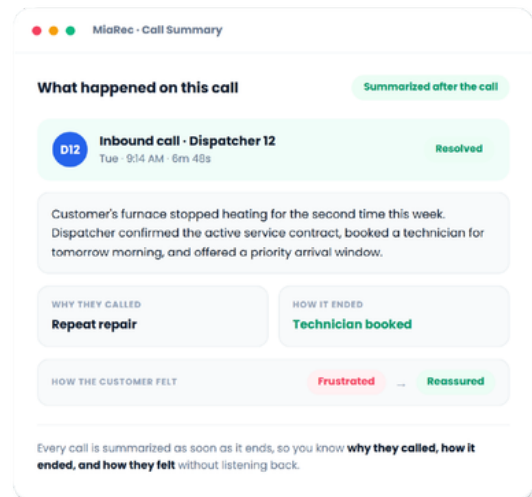
MiaRec Conversation Analytics changes that.

It analyzes every call and tells you what you need to know in minutes.

01

It listens to every call, so you don't have to.

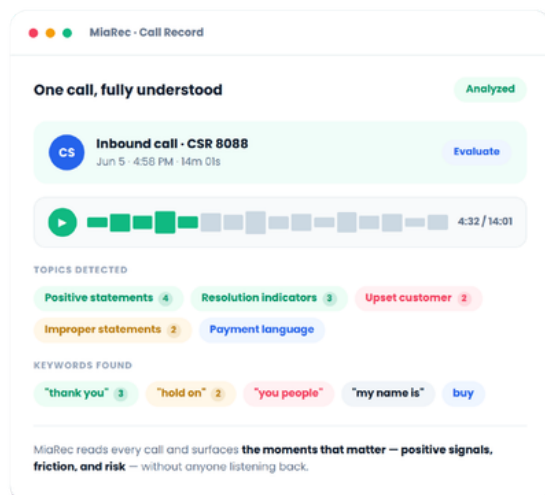
As soon as a conversation ends, MiaRec transcribes it and writes a short summary of what was discussed. It notes why the customer called, how the call ended, and how the customer felt from start to finish. It also tracks the specific topics that matter to your business.



02

See yesterday's calls in minutes.

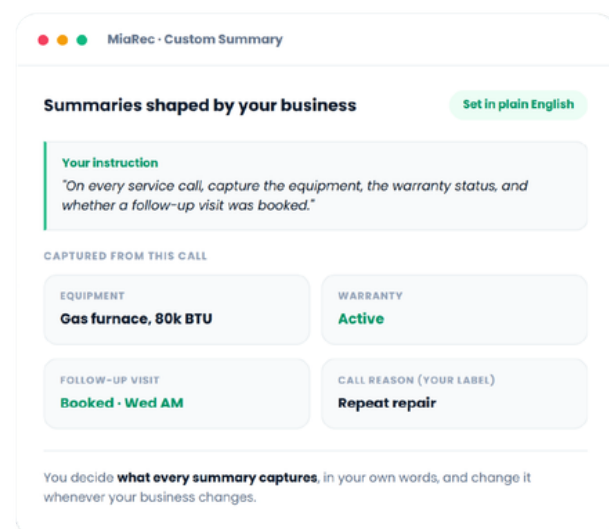
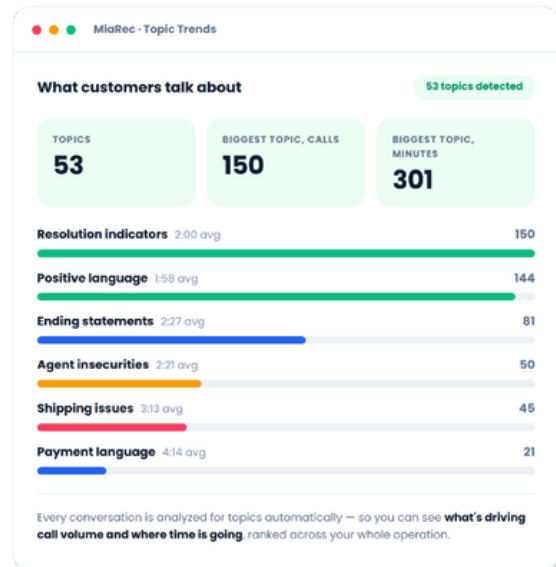
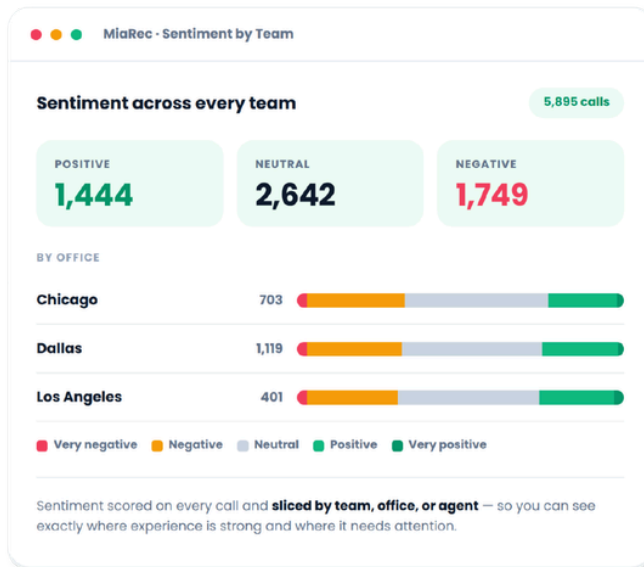
One screen shows every conversation across your teams or locations. Sort by the calls that went badly, or by why customers called. Open a summary, and if you want to hear the call for yourself, the recording and transcript are right there.



03

Patterns show up over time.

A week in, you see which call reasons are increasing. A month in, you see which location gets the frustrated callers and which team member leaves customers happier than she found them. You stop reacting to complaints you can't fix and start acting on the ones you can still turn around.



04

It adapts to your business, not the other way around.

Most tools hand you rigid templates. With MiaRec, you tell it in plain English what to look for and what each summary should capture: the equipment and warranty status for a home services company, the policy number for an insurance agency. You name your own call reasons, test changes safely before they go live, and adjust whenever your business changes.

Start where you are. Expand when you're ready.



Essentials

Know what happened

For a manager who needs to see what's happening on every call. Every call is transcribed, summarized, and scored for sentiment, in multiple languages.



Standard support



Professional

Understand why they call and how they feel

For businesses that want to understand customer behavior, not just watch it. Everything in Essentials, plus automatic detection of why customers call and how each call ended. Satisfaction and effort scores come from the conversations themselves, not surveys. Includes custom reports and access for your team leads.



Priority support



Enterprise

Intelligence built around your business

For organizations that want conversation data shaped around their own questions. Everything in Professional, plus up to 50 topics you choose, and data points you define pulled from every call as fields you can filter, report on, and trend. Adds dashboards, scheduled reports, and sending conversation data to other systems you use.



Dedicated success manager and onboarding

When you're ready for more, the path is already built.



SEE · YOU ARE HERE

MiaRec Conversation Analytics

See what's happening on every call.



MEASURE

MiaRec Auto QA

Every call scored against your own standard, so supervisors coach every interaction instead of sampling a few.



ACT

MiaRec Relationship Management

Each call updates records, creates follow-ups, and flags buying signals and complaints.

See what's possible.

It runs on the lines you already have, with no new phone system or hardware. Ask your [PARTNER] account manager for a short demo to experience what MiaRec could do for your team.

[Account manager]
[Phone · Email]