



Offered by [PARTNER]

SOLUTION BRIEF · MIAREC CONVERSATION ANALYTICS

KNOW WHAT HAPPENED IN YOUR CUSTOMER CONVERSATIONS, WITHOUT LISTENING TO A SINGLE CALL.

MiaRec Conversation Analytics transcribes, summarizes, and analyzes every customer conversation your team has. As soon as each one ends, it tells you why the customer called, how it ended, and how they felt.

THE PROBLEM YOU ALREADY KNOW ABOUT

Your best information is stuck in your customer conversations.

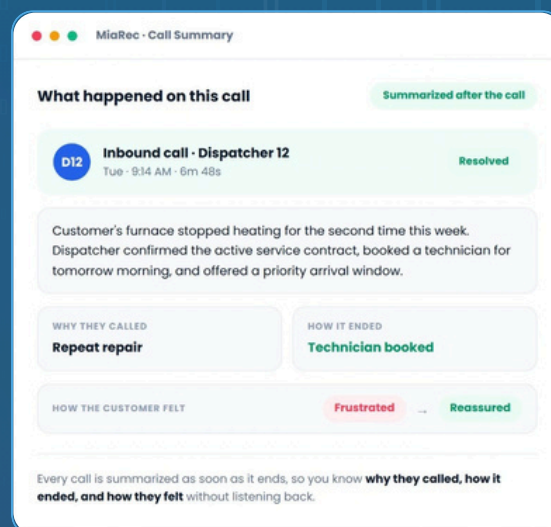
Why people call, what frustrates them, what they wish you sold, and which of your people handle them best. It's all said out loud, every day. But you can't get to it, so you can't act on it.

You find out a customer was unhappy when they leave. You learn what customers want only after a competitor starts offering it.

WHAT CHANGES

Your team's day, in one screen.

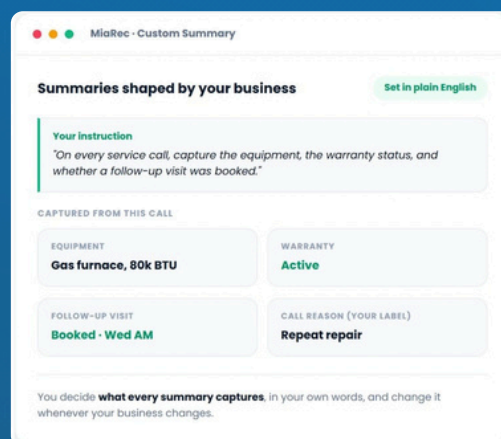
After every call, MiaRec summarizes what was discussed, why the customer called, how it ended, and how they felt. Each morning, you read your whole team's day in the time it takes to drink a coffee, with CX metrics like CSAT, NPS, and NES drawn from the conversations themselves.



SHAPED BY YOUR BUSINESS

Your words, not a template.

Most tools hand you a fixed summary and generic categories. With MiaRec, you tell it in plain English what each summary should capture, like the warranty status or the policy number. You name call reasons your way and change them whenever your business does.



Built for leaders responsible for teams or locations they can't personally oversee.



By role. Directors of operations, sales directors, and founders who built the business on the phone.



By AI maturity. The natural first step for a business new to AI, and the right one for companies without a formal quality program.

Three ways to buy it

Essentials

Know what happened

Transcripts, summaries, and sentiment on every call.

Professional

Why they call, how they feel

Adds call reasons and outcomes, CX scores without surveys, custom reports, and team lead access.

Enterprise

Built around your business

Up to 50 topics, your own data fields to filter and report on, and data sent to your other systems.

Every package includes multilingual transcription, supervisor access, and full control over what the AI looks for. MiaRec follows SOC 2 standards.

Where it goes from here



SEE · YOU ARE HERE

MiaRec Conversation Analytics



MEASURE

MiaRec Auto QA



ACT

MiaRec Relationship Management

See what's possible.

Ask your [PARTNER] account manager for a short demo. It runs on the phone system you already have.

[Account manager]

[Phone · Email]