

# Everise Embraces Krisp Noise Cancellation to Give Agents Peace of Mind When Working from Home



**HQ** Austin, TX

**Founded** 2016

**Industry** BPO

**Size** 10,000+ Employees

Everise offers enterprises the solutions and technology they need to rapidly scale their brands across markets, and to evolve their offering through the product or service lifecycle. Some of the world’s most loved brands have products and services that are tested, protected, supported and sold by Everise.

Everise is a global customer experience company that supports some of the world’s most beloved brands in the tech and healthcare industries. A true pioneer in the realm of home-based customer support, Everise combines secure, cutting-edge technology with a highly skilled agent workforce—spanning virtually every corner of the globe—to provide customer-focused businesses with transformational, customer satisfaction-boosting CX strategies. While the Everise remote work support model has been delivering remarkable outcomes well before the pandemic started, the pivot to nearly 100% remote work sparked a need for the best technological solutions to bring Everise agents greater levels of focus and audio clarity during customer calls. Here’s their story.

**“Implementing Krisp has been life-changing for us. We’ve been able to maintain and build our customers’ trust even while working from home.”**

- Rica, Senior Operations Manager

# The Challenge

## Reducing background noise complaints during customer calls

The shift to remote work during the pandemic posed a number of challenges for businesses all around the world. Contact centers were no exception to this rule. While many were successful at quickly transitioning their agent workforces to a work-from-home model, only time could tell what the impact of such a big transition would be on both the customer and agent experience. This was especially important at a time when entire households—including both parents and their children or extended family members—were learning how to work, study, and live together for extended periods of time, much less during normal working hours.

Companies, like Everise, already had many safeguards in place to ensure their agents could operate in near “noiseless environments” while working remotely. This included equipping them with the industry’s best noise-canceling headsets.

Unfortunately, even the best hardware couldn’t keep background noise from creeping in during customer calls. And as the number of post-call noise complaints started ticking up, CSAT scores began to decline. As Rica, one of Everise’s senior operations managers noted, “Customers would be forgiving about background noises when they were on the line with the agents, but then when it came time to leave post-call feedback, they would use words like ‘unbearable’ to describe their dissatisfaction with the background noise heard during their call.”

To change the course of this downward trend, it became clear that the company needed a powerful software solution to reinforce its industry-leading work-from-home model while also giving agents the extra peace of mind that, regardless of what sounds or distractions were popping up in the background, their customer calls would go off without a hitch.

# The Solution

## Krisp Noise Cancellation

“Although products like Microsoft Teams and Zoom have recently introduced basic noise cancellation features,” said Everise’s Director of IT Solutions, Vijay Kumar, **“We found Krisp’s technology to be far superior to other players in the market.”** What’s more, Krisp’s AI-powered ‘virtual microphone and speaker’ technology integrates seamlessly with all online conferencing apps and headsets, making it the industry’s only noise cancellation solution that can easily adapt to any in-house or virtual contact center setup.

After trialing Krisp’s noise cancellation app for about a month, Everise was quick to become an early adopter of the technology. And they haven’t looked back since.

In addition to being rolled out across Everise’s entire agent workforce, Krisp is now being used by the

company's employees at practically every level of the organization, from senior leaders all the way down. **"It's an excellent product,"** reiterated Kumar. "We've received nothing but positive feedback since the rollout."

Everise has found Krisp to be easy to install and activate on a large scale. "Implementation was a smooth process because it's mainly DIY," explained Kumar. **"Onboarding employees required only a few steps, which our IT team was able to manage easily. And if we had any questions, Krisp's team was there to help."**

**"Krisp makes the conversation clearer for both the customer and the agent, call clarity is 10 out of 10 for me."**

- Dennis, Agent in the Philippines

Because Krisp is deployed locally on each user's computer, it comes with the added security that no customer conversations are ever stored in the cloud. Not only does this uphold the privacy of customer information—especially around highly personal, sensitive, or private matters—but it also supports Everise's ability to maintain safe and secure virtual contact center operations.

So while Krisp was able to help Everise overcome its background noise complaint issues, the technology itself is able to uphold the security requirements of contact centers far and wide.

## The Result

### Boosting CSAT scores and agent confidence at the same time

Implementing Krisp has made a near-immediate impact on Everise's business, both in terms of the customer experience as well as agent productivity and effectiveness.

**"Soon after deploying Krisp, our operations team saw a significant reduction in customer complaints around background noise,"** confirmed Everise's Senior IT Director, Jay Nebaro. "Even better, our agents felt a lot more confident during customer calls because they were now in control of removing background noises from both sides of a conversation."

So while the decision to use Krisp, initially, was to minimize background noise complaints and, as a result, improve CSAT scores, it also offered a number of benefits at a more human level. As Wilma, another Everise agent chimed in, "I feel more confident because there's no longer a barrier between me and the customers I'm speaking with; this is a real advantage for me."

Remina, an agent in Everise's e-commerce division concluded, **"Krisp helps us a lot, whether we're working at home or in the office, by enabling us to connect with our customers and understand their concerns better because we're no longer competing with background noise."**

## Looking Ahead

### Rolling out Krisp across the company and to its own customers

Based on the initial success that both Everise’s agents and employee workforce have had with Krisp to date, the company is continuing to purchase more licenses to ensure that everyone within Everise’s global network can take advantage of Krisp’s benefits.

Even more, Everise now mentions Krisp as a ‘default offering’ in all of its sales proposals to future clients, underscoring the competitive advantage the company sees in having Krisp as a key element with its broader customer experience solution.

“We are pleased with how Krisp has been able to help us improve CSAT scores once again,” emphasized Kumar. “And we are looking forward to testing all of the new features that Krisp has in store, so that both our agents and employees can work easier wherever they are.”

## Q&A with Everise’s Incredible Agents

### What was your day-to-day life like before Krisp?

**Q1** Even though many of the Everise agents we spoke to mentioned that they had more or less forgotten what life was like before they started using Krisp, the one thing they all agreed on was that background noise—on both their end and their customers’ end—was a real problem.

This became even more challenging when working from home during the COVID-19 pandemic. As Russ put it, “We had to create workspaces alongside either roommates or family members living under the same roof, oftentimes this meant not having a separate room to take calls.” Fortunately, as the teams we spoke with are all based in the Philippines, the time difference typically made it possible to work in peace while other household members were sleeping.

“We speak with busy clinics, where you can also hear a lot happening on our customers’ end,” explained Rica, Senior Operations Manager for a team of agents working primarily with dental



**Our QA team constantly assesses the quality of our customer calls and, soon after implementing Krisp, they noticed that the number of customer complaints around background noise issues dropped significantly.**

**Vijay Kumar**

Director of IT Solutions

care practitioners. **“You could always hear employees or patients talking in the background, but with Krisp, you no longer hear them—the conversation sounds a lot more private.”**

But complaints or questions about background noise weren't limited to work-from-home scenarios alone. “Customers would sometimes ask us if people were actually working or if we were having a party because they could hear other agents and supervisors talking in the background,” said Lucky, Senior Operations Manager for a team of agents working with e-commerce brands. “And this put their trust up for grabs because we weren't able to create a private or quiet environment that would make the conversation feel legit.” Adding to this, Remina chimed in, **“Sometimes background noise makes people think they're being scammed, so we had to reiterate again and again that the conversation was 100% private.”**

The worst part of all of this background noise is that it constantly put agents on the defensive. “Agents had to keep making excuses for sounds in the background,” reiterated Rica. “If there was a rooster crowing or a dog barking, they would say that it was a ringtone or an alarm to keep the conversation from veering off.” And while that might have worked for isolated sounds, if the noise kept occurring it was only a matter of time until customers would ask things like “Where are you located?” or “What time is it over there?”

## What are the most common background sounds heard during calls?

**Q2** When working from home, agents became accustomed to dogs, roosters, chickens, babies, and family members' voices making their presence known during customer calls.

Then there was also ambient noise, like air conditioners, electric fans, and even rain, that quickly got in the way of maintaining quality conversations. “When it rains here, it's not just a little pitter-patter,” said Russ. “It sounds like an entire waterfall is falling onto your house.”

And while many of these sounds are completely out of an agent's control, sometimes when, for example, a dog would bark, it created an opening for a dog-loving customer and the agent to engage with each other on a more personal level. Remina explained, “Customers would ask what kind of dog I had or if it was hungry—and questions like these allowed me to find common ground with them, which helped me sell better.”

Even so, both customers and agents still had to repeat themselves a lot over the course of a conversation. “If customers were ever dissatisfied with a call, it was typically attributed to background noise,” stated Lucky. “After all, no one likes to repeat themselves over and over.”

But this doesn't mean background noise is limited to remote work environments alone. Contact centers are oftentimes vibrant office spaces where a lot is happening at any given point in time.

From other voices being heard in the background—sometimes in different languages—to the loud, disruptive sounds of building maintenance, any office can be rife with noisy distractions.

Rica recalled an instance when a customer mentioned that a supervisor’s friendly conversation with another agent could be heard clearly and then another when agents could be heard going about normal office life in the background—unfortunately, both happening at the most inopportune time during the customer conversations. “For a customer, it’s not nice to hear people having fun at the office when you’re trying to help them work through their issues.”

“There are also some very heavy typers here,” continued Rica. “Some customers will ask if you’re mad when they hear you typing loudly—and that can put up an agent’s defenses, fast.”

As you can see, there’s really no shortage of background noises that can make a customer call take a negative turn, fast. And although many customers were initially forgiving about noise at the onset of the pandemic, frustration and complaints returned as the months wore on.

## How long did it take you to ‘trust’ that Krisp was working?

**Q3** “Every morning when I’m setting up my tools for the day, I make sure the Krisp widget is in the upper right corner of my screen,” explained Remina. “It’s very easy and convenient to use, and the widget gives me the confidence that Krisp is working during my calls.”

“I still had doubts about noises not being heard at first, but now I truly trust Krisp,” shared Russ. “The widget helps me see that it’s working even though I still sometimes have a mini heart attack when something falls in the background and makes a loud noise.” Even Rica explained that, while she had faith in Krisp from the start, she would sometimes ask if customers could hear noises like children in the background just to get verbal confirmation that it was working.

Although there wasn’t a consensus among the agents as to how long it took them to trust that Krisp was blocking out background noises on both ends of the conversation, they all agreed that now that they’ve got Krisp, there’s no turning back. “My customers’ background noise was no longer a distraction for me either,” continued Russ. “I didn’t realize that Krisp was fixing noise from the other side of the conversation as well.”

## If you could describe Krisp in one word, what would it be?

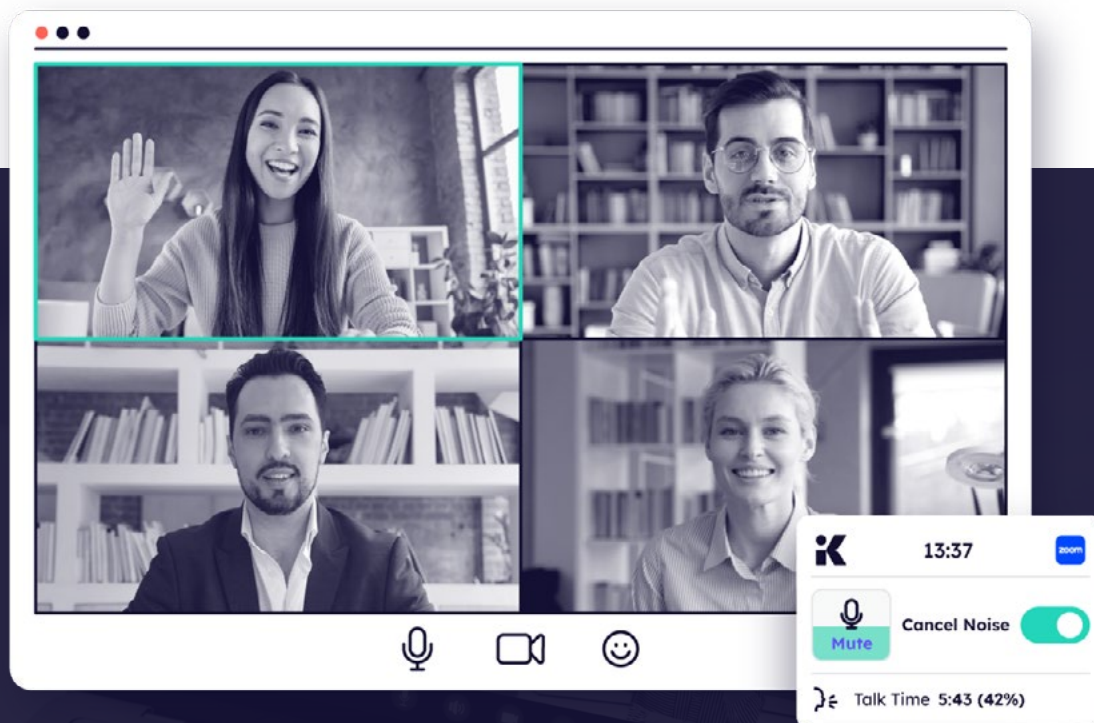
**Q4** **Amazing. Reliable. Extraordinary. Life-changing.** These are all words that Everise’s agents used to describe their experience with Krisp. As Fifi put it, “There’s no more ‘I can’t hear you’ when talking to customers.” Russ added, “Krisp really takes the stress off of dealing with uncontrollable noises in the background that we have no control over whatsoever.”

“I can hear customers, and they can hear me—there’s no more cutting in and out during a



conversation,” explained Remina. “It’s really rare to get complaints about background noises anymore, and we’ve been able to generate more sales as a result of that.” This is why Dennis also believes that **“Krisp is going to be our companion every time we take calls.”**

After speaking with all of these agents, the benefits of Krisp became resoundingly clear. **“We are lucky and thankful because Krisp is there,”** summed up Rica. And it almost goes without saying that the team here at Krisp is glad to have helped.



With features, such as bi-directional Noise Cancellation that work on any online conferencing solution, only Krisp allows professionals across departments, companies, and industries to feel more confident and professional during their virtual calls with coworkers and customers.

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