

## SupportZebra sees 78% drop in customer noise complaints



**HQ** Houston, TX, USA

**Founded** 2010

**Industry** Contact Center

**Size** 500+ Employees

SupportZebra helps SaaS and ecommerce businesses scale by providing outsourced customer service and tech support via talented, highly English-proficient call center agents.

### Challenge

During the COVID-19 pandemic, customer noise complaints skyrocketed as agents were required to work from home—which can be an unpredictable and often noisy place. SupportZebra needed a better way to support its remote employees while still keeping customers satisfied.

**“The number of customer complaints skyrocketed due to background noise being heard,”**

**Nathan Yap**

Explains SupportZebra Founder and CEO

### Solution

Krisp noise-cancellation technology integrated seamlessly with call center agents' equipment to cancel out all background noise and provide crystal clear audio calls.

# Pandemic-driven WFH model increased background noise and threatened to derail customer service quality

SupportZebra's business relies on phone calls. As a leading provider of outsourced customer support for SaaS and eCommerce brands, SupportZebra needs quality audio for their call center agents to do their jobs well.

When SupportZebra had to transition 90% of its staff to a work-from-home model during the COVID-19 pandemic, like many other companies worldwide, the fast-growing company faced a thorny problem: more background noise and, along with it, more customer complaints.

"The number of customer complaints skyrocketed due to background noise being heard," explains SupportZebra Founder and CEO Nathan Yap.

Barking dogs, talkative children, even the simple blowing of a fan could spell disaster for a customer call taken from an agent's home—and threaten the very viability of SupportZebra's entire business.

So, how could SupportZebra keep its workforce safe at home while also ensuring its customers' satisfaction?

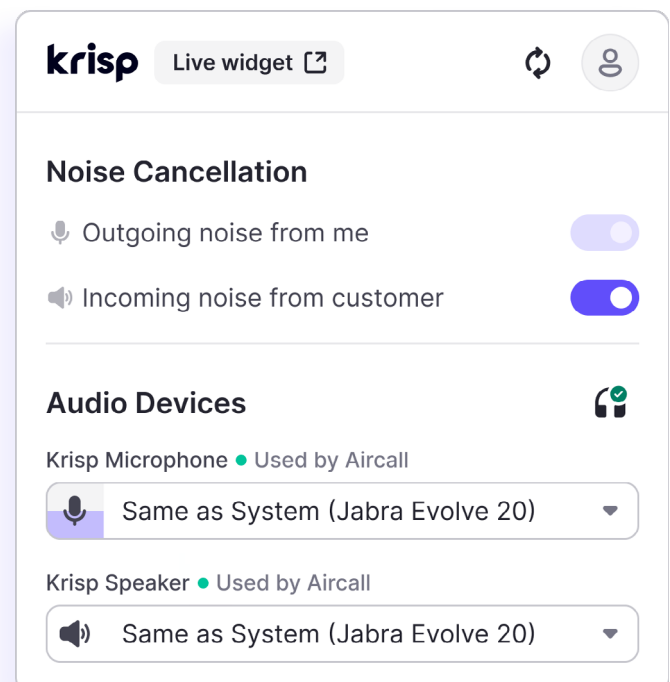
## Ai-powered, two-way noise cancellation saves the day

Equipped with Krisp noise cancellation, SupportZebra agents were able to work safely from home while providing the same top-notch customer support they provide when in the office.

Since Krisp's technology is bi-directional, it can effectively mute background noise coming from both the agent's end and the customer's end to ensure a high-quality call experience for all.

“We frequently refer to Krisp in internal meetings as ‘working like magic.’

**Nathan Yap**  
Founder and CEO



Krisp's AI-powered technology has listened to over 20K sounds and 50K distinct speakers, training it to pinpoint and isolate background noise so that the only sounds coming through are the intended speakers' voices. And because this noise cancellation happens locally on an agent's device, no audio is ever leaked and privacy is protected.

While other noise cancellation apps distort voices, Krisp's technology protects the integrity of the speaker's voice—which means no more robot-sounding audio.

**“Krisp not only cancels the noise around us, but it also retains good audio quality.”**

**- Namraida Espinola, Operations Support Manager**

## **Easy integration: Krisp is a software-only solution that supports all call center equipment and CRMs**

Transitioning to Krisp is seamless. Our app fully supports all headsets, microphones, and speakers. It even integrates with more than 800 communication apps, making Krisp exceptionally easy to use with your existing equipment and workflow.

With more than 500 team members—most of them currently working from home—SupportZebra needed a solution that was easy to implement regardless of technical skill. They found the transition to Krisp to be absolutely seamless, as the app not only supported all of their headsets, microphones, and speakers but also integrated with their communication apps.



**AVAYA**

**8x8**

**Five9**

# Krisp guarantees noiseless calls in the office, too

As companies return to the office or switch to a hybrid model, it's certain that one thing will stay the same: SupportZebra will continue using Krisp to create a noise-free calling environment, whether agents are working in the office or still working from home.

"Agents, their managers, and customers are all ecstatic and happy," says Yap, "and the difference is black and white."

Krisp's AI-powered Voice Productivity software enhances communication through background noise and voice cancellation, accent localization, and secure transcriptions.

Krisp eliminates over 75 billion minutes of noise monthly, improving the productivity of hundreds of thousands of agents and CX professionals worldwide.

**8%**

increase in  
CSAT scores

**30%**

reduction in  
cost

**25%**

increase in  
agent CSAT

**10%**

reduction in  
AHT

**78%**

decrease in  
noise  
complaints

**25%**

increase in  
first call  
resolution rate

**16%**

increase in  
sales  
conversions

**20%**

decrease in call  
abandonment  
rate

[Request a demo today](#)