



Vodex improves AI voice agents' turn-taking with Krisp AI Noise Cancellation



HQ Bangalore, IN

Industry Gen AI-powered outbound call solutions

Vodex specializes in Generative AI-powered voice agents that facilitate natural, human-like conversations with customers. These virtual agents manage the initial phases of customer interactions, offering businesses a scalable and efficient way to handle outbound sales and service calls. By personalizing conversations and providing real-time insights, Vodex helps businesses improve engagement and streamline processes.

Executive summary

Vodex partnered with Krisp to tackle the challenge of customer-side noise disrupting AI-powered voice agents' interactions. By integrating Krisp's AI Noise Cancellation technology, Vodex significantly improved call clarity, customer satisfaction, and operational efficiency. Some of the key results include:

- ✔ **90% noise reduction**, ensuring uninterrupted and clear conversations.
- ✔ **75% increase in Vodex Mean Opinion Score (MOS)**, reflecting improved perceived call quality.
- ✔ **50% decrease in call drops**, leading to more successful interactions.

The noise challenge

Vodex's AI-powered agents were remarkable in their conversational capabilities but struggled with an all-too-common issue—noise. Background noise from the customer side—like traffic, household chatter, or industrial sounds—posed significant challenges. These issues primarily showed up in two ways:

- Ambient noise was often misinterpreted as human speech, leading to unnecessary interruptions.
- The noise reduced clarity in conversations, requiring repeated exchanges and diminished efficiency.

Vodex explored existing solutions, including automated speech recognition (ASR) tools, but found them inadequate. These tools introduced delays and struggled to operate effectively in real-time scenarios. To overcome this issue, Vodex needed a solution to eliminate background noise while preserving the bots' quick response times and natural conversational flow.

The solution: noise-free conversations with Krisp

To address the noise challenges, Vodex partnered with Krisp, the pioneer and market leader in AI-powered noise cancellation technology.

Krisp's server-based noise cancellation delivered exactly what Vodex needed: a reliable way to filter out disruptive background noise from customer calls, allowing the bots to focus solely on the customer's voice.

By isolating human speech from background sounds, Krisp enabled Vodex AI voice agents to:

- Seamlessly process spoken responses without interruptions caused by noise misinterpretation.
- Deliver more efficient and human-like interactions, free from awkward pauses or missed cues.

The results were immediate and impressive. As Kumar Saurav, CTO of Vodex, noted,

“When our development team demonstrated Krisp’s capabilities, we were blown away. Seeing our bot continue uninterrupted, even amidst loud office noise, was a game-changer for us. It felt like a whole new level of innovation.”



Kumar Saurav
CTO of Vodex

The transformative impact of integrating Krisp

Integrating Krisp's noise cancellation technology has delivered measurable improvements across key performance metrics, transforming Vodex's AI-powered voice agents and their overall effectiveness. These results reflect both operational efficiency and enhanced customer experiences:

90% noise reduction

Background noise was eliminated, enabling uninterrupted, clear conversations between bots and customers.

75% increase in MOS scores

The Mean Opinion Score (MOS), which measures perceived call quality, increased from below 30 to over 75, highlighting a dramatic improvement in clarity and user satisfaction.

20% increase in lead qualification rates

Noise-free interactions allowed bots to engage customers more effectively, driving better conversion outcomes.

50% decrease in call drops

Noise-related interruptions were significantly reduced, ensuring more complete and successful interactions.

15% decrease in call duration

Clearer communication led to shorter, more efficient calls, improving productivity.

30% increase in CSAT

Customer satisfaction scores rose as calls became smoother and more enjoyable.

Lower operational costs

Reduced retries and shorter calls optimized resources, lowering overall costs.

More accurate escalations

With improved noise handling, bots were better at identifying when an interaction needed escalation, ensuring agents only handled complex cases. This led to greater agent satisfaction and allowed them to focus on meaningful, high-value tasks.

In one example, a debt collection client saw a **3x improvement in recovery rates** and a **7x increase in connect rates**. By eliminating distractions and ensuring clear, consistent communication, the agency enhanced debtor engagement, resolved outstanding balances faster, and improved overall efficiency.

These outcomes showcase the transformative impact of Krisp's technology, elevating the performance of Conversational AI and redefining the customer experience.

Expanding the Krisp-Vodex partnership

Vodex envisions an expanded collaboration with Krisp, leveraging its noise cancellation technology across a broader range of applications. Future plans include integrating Krisp into other product areas where clear audio communication is critical, such as improving transcription accuracy and enhancing the performance of AI-powered voice agents in noisy environments. Vodex also aims to explore new partnerships in industries like Mortgage, Insurance & Contact Centres/ BPOs, where Krisp's technology could deliver substantial value. By continuously evolving its use of Krisp, Vodex is poised to redefine customer interactions and the broader potential of Conversational AI in diverse and challenging scenarios.

Empowering conversational AI

By eliminating customer-side noise, Krisp has enabled Vodex's AI voice agents to reach their full potential, delivering natural, fluid dialogue with unmatched clarity and professionalism.

Kumar Saurav, CTO of Vodex, reflects:

“Krisp has transformed our product and the way we approach conversational AI. The improvement in call quality and customer satisfaction is undeniable—it’s like a new chapter in what AI can achieve for sales and service.”

This partnership highlights the transformative power of noise cancellation in Conversational AI. By overcoming the challenge of background noise, Krisp has elevated Vodex's AI voice agents, delivering a superior experience for businesses and customers alike. Together, they are shaping the future of AI-powered communication.

Level up your voice communication with Krisp SDKs

Krisp Voice AI SDKs revolutionize voice communication by canceling outgoing background noises and voices during calls, eliminating noise distractions from the customer's end, localizing accents in real-time, and offering advanced call transcription and summarization capabilities.

Ready to integrate Krisp into your solution? Discover how your business can benefit from Krisp Voice AI.

[Request a demo today](#)