



Background Voice Cancellation

What's the problem?

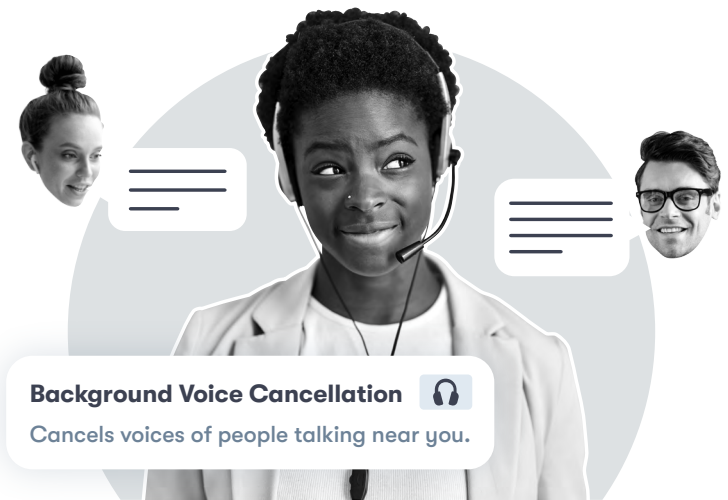
Regardless of whether a person is working from an office or home, many professional conversations have moved to virtual formats.

This is especially true when it comes to contact centers. Background voices of other contact center agents and supervisors nearby and voices of family members when working from home

present a significant challenge for contact center agents when trying to maintain a professional agent-customer call and provide a high-quality customer experience.

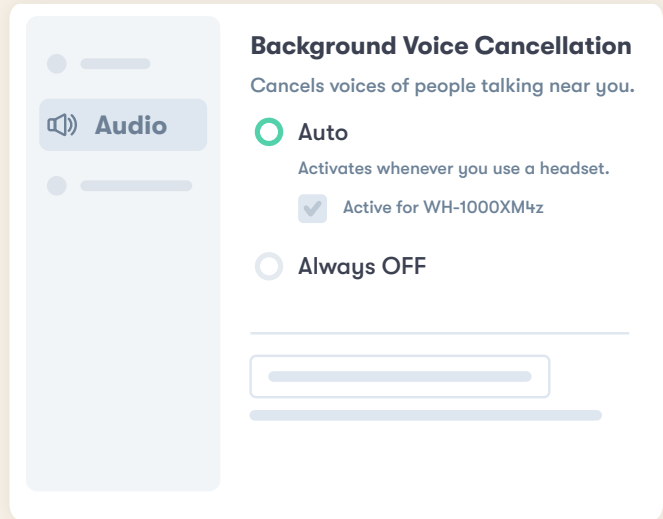
While there are products providing some level of background noise reduction, they do not include background human voices as an aspect of "noise". Background voices are therefore not filtered out through noise cancellation solutions.

Even Krisp, the #1 Noise Cancellation product globally, didn't cancel nearby and loud background voices. Until today.



What is Krisp Background Voice Cancellation?

Krisp's revolutionary **Background Voice Cancellation** technology provides an extra level of communication clarity to calls. With this powerful feature, in-office and remote contact center agents and employees can have more effective and professional calls and meetings.



Background Voice Cancellation is a breakthrough audio technology that detects and cancels all other nearby human voices, resulting in only the primary speaker's voice in the conversation. It magically removes background voices no matter how loud they are and preserves a clear voice for the primary speaker.

How does it work?

- Works with all contact center solutions and business communication apps
- Works with all headsets with built-in microphones
- Requires the user to be in an enclosed area (e.g., room, office space, coffee shop, etc.) and wearing a headset. It will not work if the user is in an open-air area (e.g., terrace)
- Automatically turns on when using a headset
- When turned on, automatically cancels background voices, noises and echos
- Requires no setup other than wearing a headset (no enrollment or training)
- Available in all Krisp plans at no additional cost

AVAYA

Five9

:talkdesk®

GENESYS™

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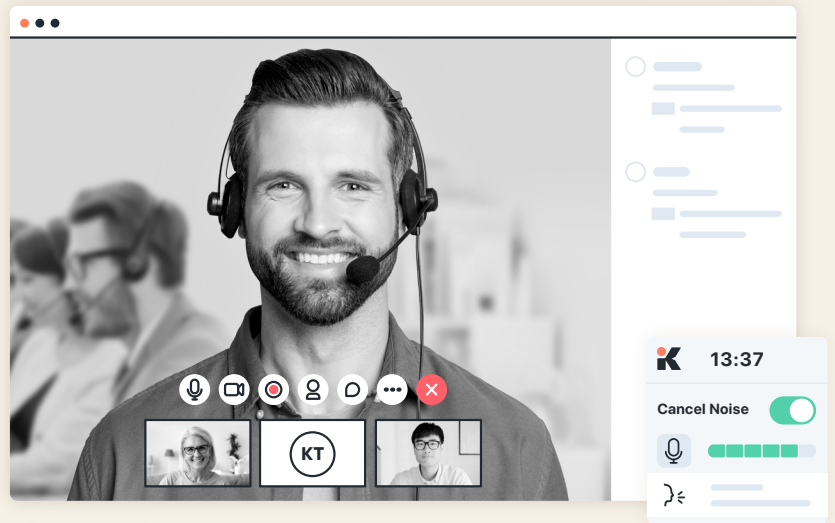
amazon

NICE



Benefits for Contact Centers

Increased CSAT. Contact Center agents (as well as home-based agents) can focus on their conversations with customers without being concerned about distracting conversations from nearby call center agents and supervisors (or family members), providing an ideal customer experience.

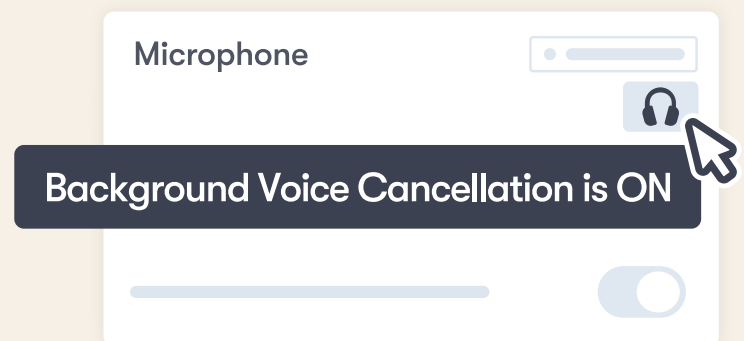


Decreased AHT. Shortens the call duration by eliminating the agent stress and back and forth caused by other agents speaking in the background.

No noise complaints. Krisp customers have been reporting a 78% reduction in noise complaints with Noise Cancellation. With Voice Cancellation, background noise complaints will disappear.

Higher agent retention. By using Voice Cancellation in addition to Noise Cancellation, Contact Center agents become more confident and less stressed, regardless of where they are working from. As a result, employees feel valued in their work and are more satisfied and happy.

More trusted brand. Customers calling into contact centers don't hear side conversations from other customers. This reduces privacy concerns, contributes to a more trusted company brand, and protects the brand reputation.



Saving on expensive hardware. Krisp eliminates the need to invest in expensive noise-reducing hardware such as headsets, white noise systems, office designs, and other underperforming solutions.

Additional benefits for Enterprises

- **No office voices in meetings**

Employees can join online meetings from the office without worrying that their coworkers' voices will be heard.

- **No audio feedback in meetings**

Employees can join the same team meeting from the same workspace without worrying that their voices will be picked up by a nearby laptop and spread as audio feedback and echo.

- **Happier WFH**

Employees joining meetings from home or in a shared room don't need to worry about the voices of their family members being heard in the meeting. A great perk for parents!

- **Save on expensive headsets**

No need to invest in expensive headsets for Sales, Recruitment, and other teams. Krisp's superior technology eliminates the need for such headsets.

- **Replace hardware setups with software**

With Voice Cancellation, Krisp becomes an ideal tool for IT teams by making audio management fully software-based.

Krisp provides advanced Noise, Voice, and Echo cancellation across all apps used in the enterprise. IT teams can now create ideal audio conditions in hundreds of their remote offices without worrying about maintaining difficult hardware setups (e.g., soundproofing, office designs) and managing fleets of tens of thousands of devices from a simple and secure dashboard.



Request a Demo Today
krisp.ai/contact-center