



# Noise is hurting your call centre

A research study by IRIS Audio Technologies. Download the full paper: [iris.audio/whitepaper](https://iris.audio/whitepaper)

In our paper, 'The role of audio in an increasingly digital world', we surveyed 500 call centre agents and 1,000 customers in the UK and US to understand the impact of background noise on productivity, customer experience, and wellbeing. The message is clear, background noise is hurting call centres.

## The agent



89%

of call centre agents say background noise impacts results

85%

of agents have wasted time on calls due to repetition

69%

of agents feel noise has negatively affected their wellbeing

## The customer

42%

hang up immediately when they hear call centre noise

87%

of customers have had to repeat themselves due to noise

59%

have hung up because they felt they were in a loud, inconvenient place



IRIS Clarity solves this by removing all background noise on both sides of your customer calls. To chat with one of our voice isolation experts, contact us at [iris.audio/contact](https://iris.audio/contact) or discover more at [iris.audio/clarity-enterprise](https://iris.audio/clarity-enterprise)