## Noise is hurting your call centre

A research study by IRIS Audio Technologies. Download the full paper: 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

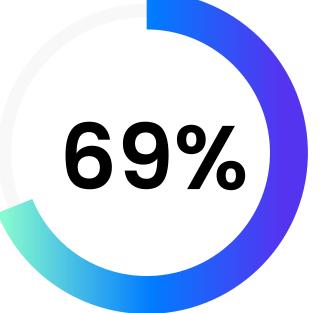
background noise on productivity, customer experience, and wellbeing. The message is clear, background noise is hurting call centres.

## The agent

 $\frac{6}{1000}$ 

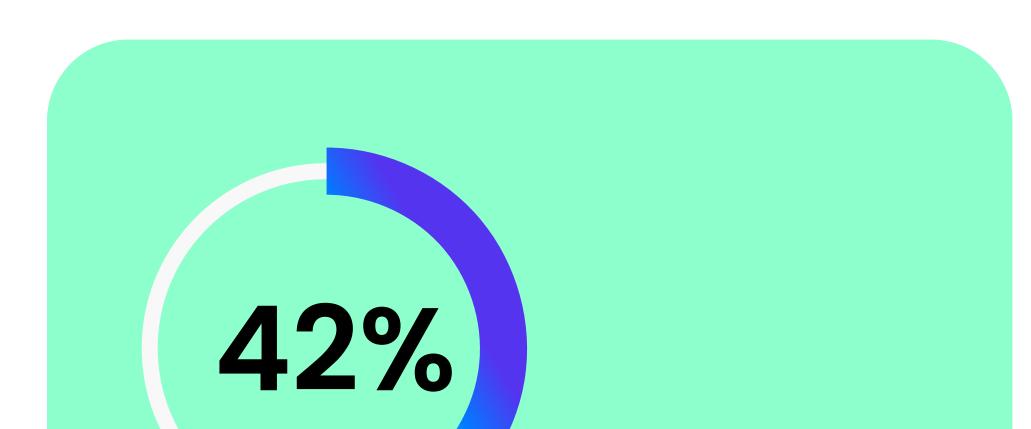


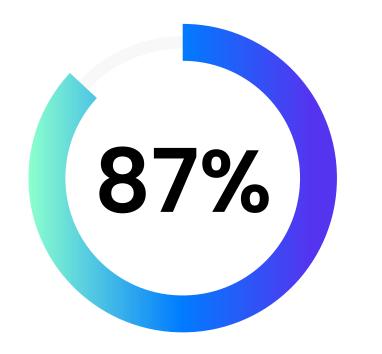
of agents have wasted time on calls due to repetition



of agents feel noise has negatively affected their wellbeing

## The customer



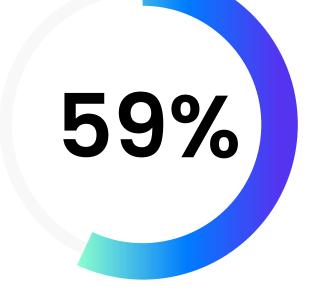


of customers have had to repeat themselves

due to noise



hang up immediately when they hear call centre noise



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 <u>iris.audio/contact or discover more at iris.audio/clarity-enterprise</u>