

# TTEC Clarity

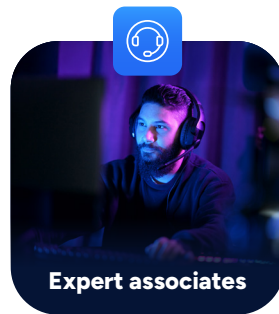
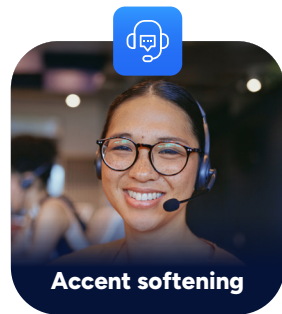
Take noise and confusion out of the conversation



Nothing's more frustrating to customers than failing to resolve an issue because they can't understand the person on the other end of the conversation.

AI-powered solutions can improve experiences for customers and associates alike by eliminating background noise and communication barriers.

Working with our partners at Krisp, we multiply the power of customer experience (CX) and AI-enabled voice enhancement with:



## Human-guided, AI-powered voice enhancement

By combining the power of Krisp's AI Noise Cancellation and AI Accent Conversion solutions with TTEC's CX expertise, organizations gain innovative AI technology to reduce confusion during interactions paired with expert associates who can perform their jobs at the highest level once communication barriers are removed.

### How we do it

Krisp's noise cancellation technology removes frustrating background noises, leaving just customers' and associates' voices in the conversation. Accent softening tools make associates and customers easier to understand, in real time, so interactions are seamless regardless of where in the world they're taking place.

With these common roadblocks eliminated, TTEC's customer service associates are well equipped to provide the type of seamless and empathetic resolutions customers expect. And brands can deliver high-quality CX from anywhere across the globe.

### Drive results with TTEC Clarity

**78%**

drop in noise complaints

**30%**

reduction in headset costs

**26%**

increase in sales conversions

**30%**

drop in environmental costs

**10%**

reduction in AHT

**8%**

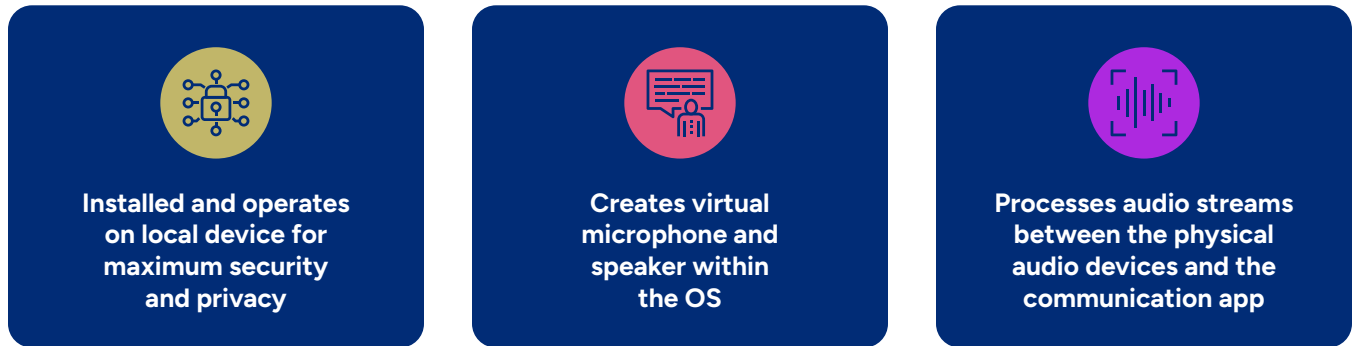
increase in CSAT

**25%**

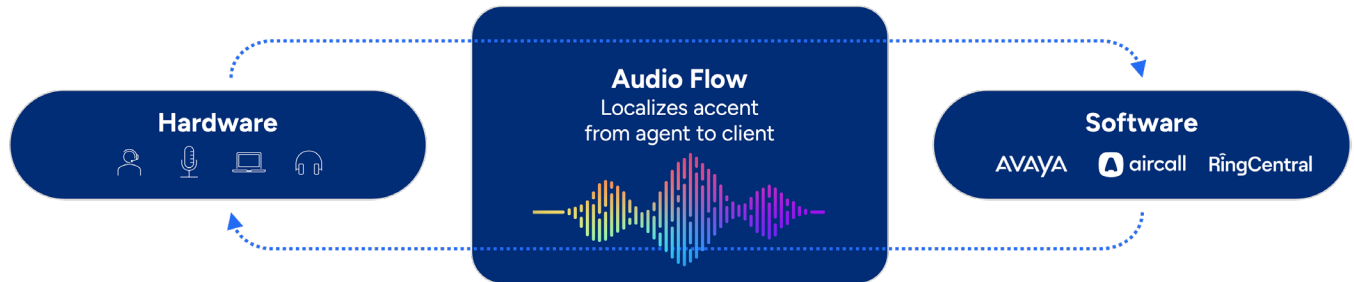
increase in eSAT



## How does noise cancellation work?



## How does accent softening work?



## Ready to eliminate noise and confusion?

Contact us today to learn how the right mix of technology and CX expertise can help.

### About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at [ttec.com](https://ttec.com).