krisp

Voice AI for Call Center Agents

About Krisp

2017	2019	2024	2025	2026
Founded in 2017 as a Voice AI research lab	Pioneered award-winning **AI Noise Cancellation** in call centers	Launched **Agent-side Accent Conversion**	Launched real-time **Voice Translation** and **Agent Assist**	Launched **Customer-Side Accent Conversion**

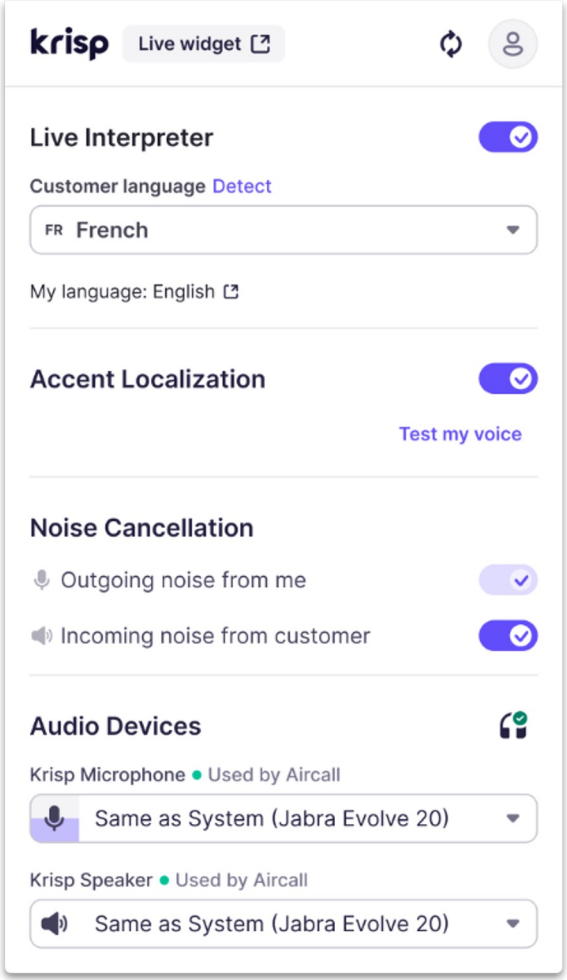
- Leading Voice AI provider to the **contact center industry**
- Powers tier-1 **banks**, **insurance**, **BPOs**, and 2,500+ organizations
- 87 of Fortune 500
- Operates on over 200M+ devices
- Improves **80B+ mins** of conversations every month

2,500+ Companies using Krisp Products

100+ Products integrated Krisp AI

Krisp works where your agents do

- All-in-one Voice AI Platform
- CCaaS and softphone agnostic
- Compatible with all mics and headsets
- On-device audio processing*
- Works on Win, Mac, VDI and Chrome
- Immediate operational impact



** Some Krisp features use secure and private cloud components*

Enterprise ready

- Usage analytics
- Real-time monitoring
- Email or device-based authentication
- SAML, SSO, SCIM & Audit Logs
- VDI support
- Organization view
- 24/7 support and SLAs
- Comprehensive pen tests twice a year
- Constant coverage through HackerOne

SOC 2 TYPE 2

GDPR Compliant

HIPAA Compliant

PCI Compliant

For more info, visit our Trust Center

Krisp Call Center AI

Speech Assist

AI Accent Conversion

AI Voice Translation

AI Noise Cancellation

Agent Assist

After-call Summary

Compliance Macros

Knowledge Chat

Live Guidance (Q1)

Speech Analytics

Coming 2026

Call Scoring

Sentiment Scoring

Compliance Scoring (Q4)

Transcription with PII removal (on-device)

Krisp enterprise-grade platform

admin portal, deployment, real-time monitoring, usage analytics

Instant integration with all CCaaS and App calling platforms

8 major impacts Krisp has on your success metrics

25%
Increase in FCR

10%
Decrease in AHT

8%
Increase in CSAT

78%
Drop in noise complaints

25%
Increase in ESAT

20%
Decrease in call abandonment rates

26%
Increase in sales conversions

30%
Reduction in hardware costs

Krisp Speech Assist Demo

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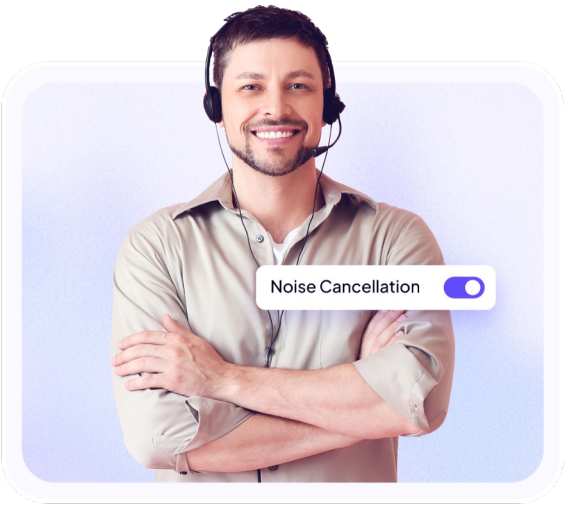
AI Noise Cancellation

Krisp AI Noise Cancellation and Voice Isolation

- **Most trusted** AI Noise Cancellation technology in the industry
- Deployed on over **200M+ devices** with **500M+ users**
- Operates securely **on device**
- HD voice quality
- Removes user and customer-side noises
- Removes background voices bi-directionally
- Removes acoustic echo



AI Accent Conversion

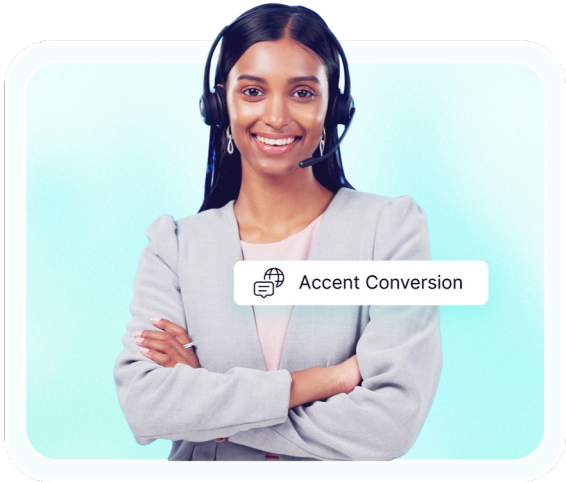
Krisp AI Accent Conversion

- Supports **Indian, Pakistani, Filipino, LatAm and African English** accent packs
- Built on top of world-class **AI Noise Cancellation**
- **No user enrollment** or model training required
- Agent's original **voice preservation**
- **Secure on-device** audio processing
- **Enterprise-grade deployment and management**
- ***Customer-side*** *Accent Conversion coming soon*

Empowering agents and improving productivity

- **Enhances fairness in recruitment:** Krisp removes the native English accent requirement, broadening the talent pool and promoting diversity in hiring.
- **Reduces discrimination:** Mitigates customer bias against agents' accents, boosting agent confidence and fostering a supportive work environment.
- **Increases agent well-being:** Eliminates the need for accent faking, enhancing the agent satisfaction and well-being.
- **Boosts agent productivity:** Allows agents to focus on communication content and solving the customer's inquiry rather than mitigating the accent barrier leveling up the productivity.

Only 1% of customers notice and mention modified accents during calls, highlighting a natural and effective experience.



Where we are going

- **Bidirectional accent conversion** – real-time accent adaptation for both agents and customers
- **Expanded beyond US neutral English accent** – adding support for British English, Australian English, US Southern English, and more regional dialects
- **Broadened language support** – French, German, Russian, Chinese, and more languages
- **Wider geographic reach** – more accent types across key regions

Caribbean

- Jamaica
- Trinidad & Tobago
- Guyana
- Belize and more

Middle East

- Egypt
- UAE
- Saudi Arabia and more

Africa

- Rwanda and more

Asia

- More Asian dialects

AI Voice Translation

Krisp AI Voice Translation

- **Low-latency, bi-directional** voice translation across 80+ languages
- Built on top of world-class **AI Noise Cancellation**
- **Real-time bilingual transcriptions** available to the agent
- **Instant 24/7 availability** across all time zones and geographies
- **Privacy and security**-first architecture
- **Significant savings** over 3rd party providers
- **Custom vocabularies** for domain-specific translation
- **Auto-scoring for 100% visibility** into the translated calls

AI Voice Translation vs human interpreter

Customer needs	AI Voice Translation	Human interpreter
Supported Voice Platforms	Auto-integration into all Voice platforms	Requires CCaaS integration
Join Time	Instantaneous	Minutes
Geographies	All	Limited
Availability	24-7	Limited
Security & Compliance	✓	-
Enterprise-scale	✓	-
Supported languages	80+ languages	1-2

Voice Translation languages

- 28 languages supported by default in the application
- 30 languages additionally available via the Admin Portal
- Support for any to any language pair

Supported by default								
English	**Danish**	**French**	**Hebrew**	**Italian**	**Norwegian**	**Portuguese (Portugal)**	**Spanish (Spain)**	**Turkish**
Arabic	**Dutch**	**German**	**Hindi**	**Japanese**	**Polish**	**Romanian**	**Spanish (US)**	**Vietnamese**
Czech	**Finnish**	**Greek**	**Hungarian**	**Korean**	**Portuguese (Brazil)**	**Russian**	**Swedish**	

Available via the Admin Portal*									
Afrikaans	Bosnian (Latin)	Chinese (Mandarin)	Gujarati	Latvian	Malayalam	Punjabi	Slovenian	Tamil	Ukrainian
Albanian	Bulgarian	Croatian	Indonesian	Lithuanian	Marathi	Serbian	Swahili	Telugu	Urdu
Bangla	Catalan	Estonian	Kannada	Malay	Persian	Slovak	Tagalog	Thai	Welsh

**Chart is not representative of all available languages*

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Translation Auto-scoring at scale

Key capabilities

- **Built-in with Voice Translation**: no exports or third-party tools needed
- **Auto-scoring for every call**: 1–5 scale using bilingual transcripts
- **Consistent scoring quality:** comparing real-time vs offline translation
- **5 core evaluation criteria:** Accuracy, Fluency, Consistency, Numbers, Names
- **Transcript-level issue highlights:** pinpoints identifies issues for quick review
- **Color-coded call dashboard:** easy triage by red, yellow, green-scored calls

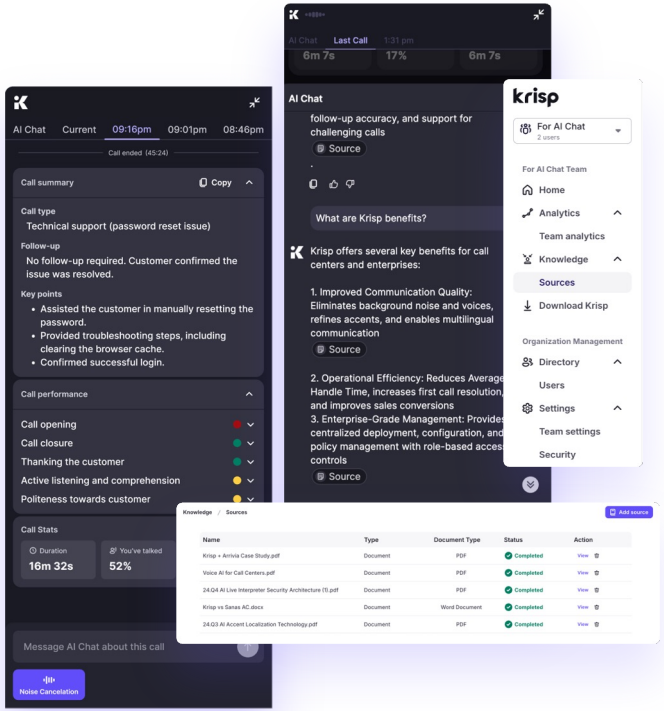
Benefits

- **Builds trust:** proven quality control for customers and regulators
- **Saves supervisor time:** eliminates need for manual review
- **Drives improvements:** closes the loop for model and vocabulary tuning
- **Gives full visibility:** 100% of calls are scored, not just a manual sample

Krisp AI Agent Assist

Krisp AI Agent Assist

- **Knowledge Chat** for agents during and before the calls
- **After-call Summary** with follow up actions
- Real-time **Live Captions** for customer speech
- **Customizable call stats** and **performance feedback**
- On-device **PII and PCI redaction**
- Support for **English language**
- Team-level and user-level **Voice Macros**
- **Enterprise-grade** deployment and management



Customer Case Studies

Leading travel loyalty provider drives impact with Krisp AI Accent Conversion

The challenges

Arrivia's call centers in India and the Philippines had high background noise and voices that disrupted calls. Customers, especially in North America, found agents' accents difficult to understand, causing misunderstandings, longer call times, and lower customer satisfaction.

The solutions

Following success with Krisp AI Noise Cancellation, arrivia implemented Krisp AI Accent Conversion to improve agent-customer communication. No other solutions provided the same ease of use and immediate impact on customer satisfaction and operations.

+99% Net Promoter Score

-4.5% Call Handle Time

+26.1% Sales Conversion Rate

+14.8% Revenue per Booking

+12.2% Agent Promoter Score

Large healthcare BPO reached 85 NPS with Krisp Accent Conversion

The challenges

- Accent-related comprehension issues disrupted conversation flow.
- Background noise reduced perceived professionalism and call quality.
- Agents experienced high cognitive load monitoring how they sound instead of focusing on the patient

The solutions

- BPO implemented AI Noise Cancellation and Accent Conversion.
- Noise Cancellation removed background distractions in real time improving call quality.
- Accent conversion significantly enhanced comprehension while preserving agents natural voices helping conversations sound clear confident and Authentic

-70%
Operationall Cost Savings

-76%
Noise Related Complaints

-54%
Language Barrier Mentions

74 to 85
Improvement in CSAT

+25%
Sales Conversions

Together the healthcare BPO & Krisp demonstrated that clear,confident communications directly improves trust, empathy, efficiency and customer experience.

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Thank you