

# Voice Quality Assurance

Automatically detect and eliminate factors that degrade voice quality



## Reduces transmitted noise

Detects and removes noise arising from network induced impairments



## Removes acoustic echo

Removes distorted reflections and impairments created in the caller's devices



## Normalizes level imbalances

Eliminates impairments from caller's or agent's loud environment



## Discards low codec impairments

Enhances key speech formats responsible for recognition of words

Uniphore's Voice Quality Assurance (VQA) Solution is designed to maximize agent operational efficiencies and enhance client management effectiveness. VQA will immediately provide a value proposition for contact centers by increasing the intelligibility of calls and ensuring positive and productive communications, regardless of the method or technology used by the inbound caller.

Quality communication leads to an improved caller experience and agent performance through a reduction in Average Call Handling Times, while reducing contact center costs.



Customer's voice with  
ambience noise



Passes through VQA



Agent hears customer voice  
with background noise removed

## Case study:

**Client:** Contact center provides services for inbound billing and support resolution. Their primary objective was to reduce total per-minute call costs, while maintaining a high standard of customer service.

**Solution:** Two VQA E120 platforms were installed to cover all 8 E1 PRIs. Installation was completed in a single night, and required no re-configuration of the incumbent equipment.

**Result:** Average Call Handle Time was reduced by over 10% with the improved communications efficiencies

## Key benefits :

- Increase in agent call handling productivity
- Reduction in Average Call Handling Time (AHT)
- Reduction in per call cost
- Reduction in IVR false detections related to the presence of loud ambient noise or echo on a call
- Consistent customer interaction efficacy regardless of the location of an inbound caller
- Increase in Average Calls Answered (ACA) per agent



Uniphore Software Systems is the leader in Multi lingual speech-based software solutions. Uniphore's solutions allow any machine to understand and respond to natural human speech, thus enabling humans to use the most natural of communication modes, speech, to engage and instruct machines. Uniphore operates from its corporate headquarters at IIT Madras Research Park, Chennai, India and has sales offices in Middle East (Dubai, UAE) and Manila, Philippines.

info@uniphore.com | www.uniphore.com