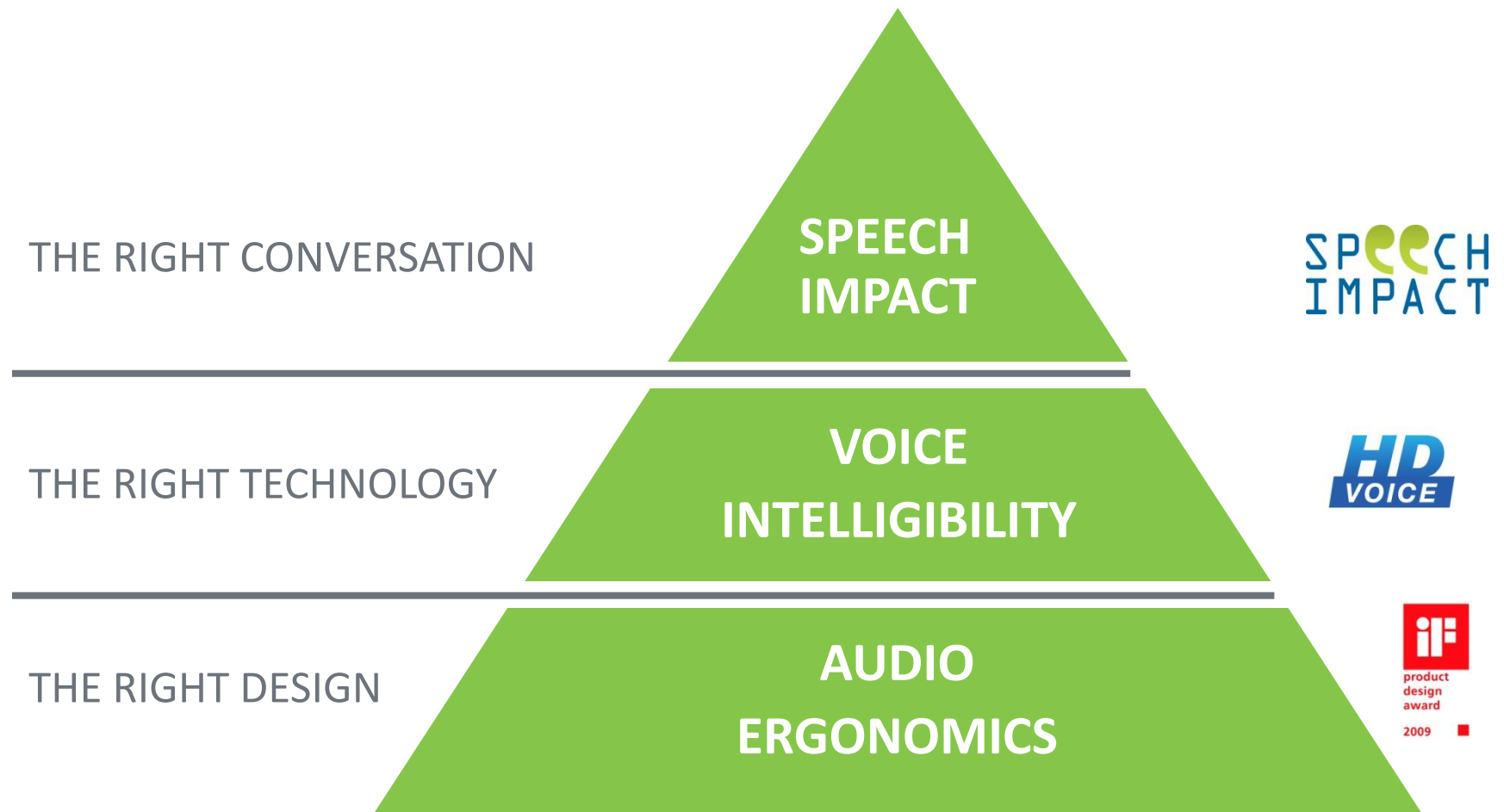
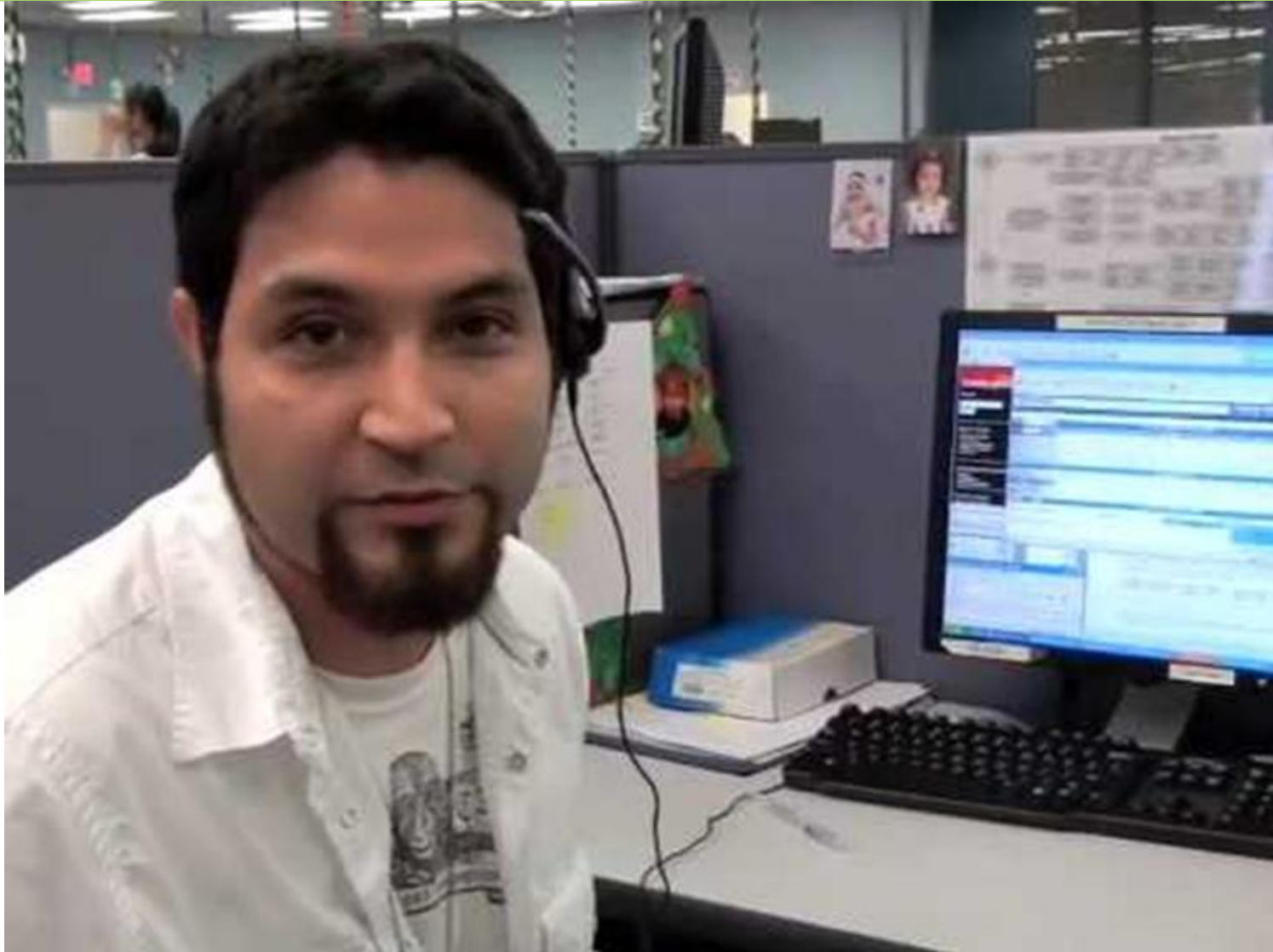


Acoustic Intelligence

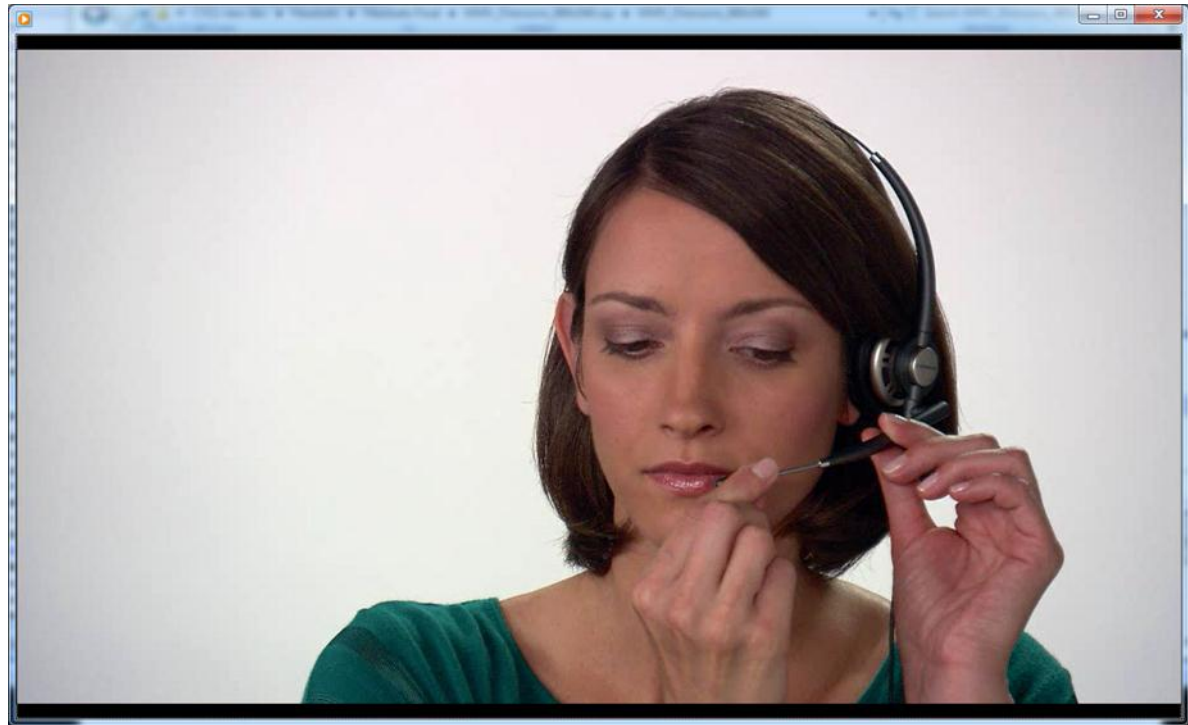


What's wrong here?

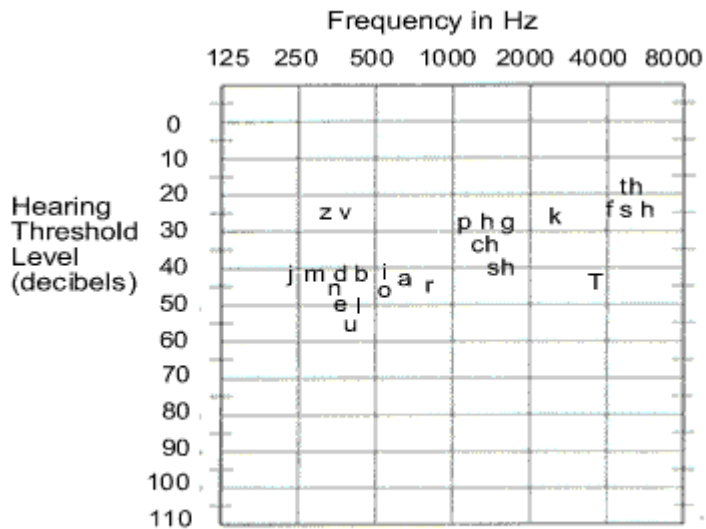


Everything in its right place

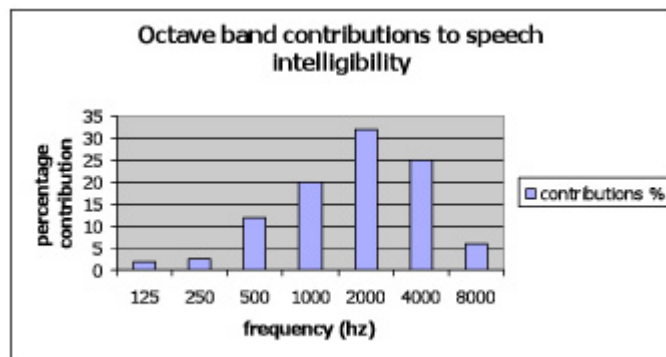
- Simple tips
 - Get your microphone in the right place
 - Corner of mouth, approx 2 fingers width away
 - Audit your contact centre regularly
 - Make sure voice tube is present
 - Replace these regularly



Speech Intelligibility



- The sounds that make speech 'intelligible' are consonants
- Consonants generally quieter than vowels in natural speech
- Speech systems need to emphasise 2000 – 4000Hz to ensure maximum intelligibility



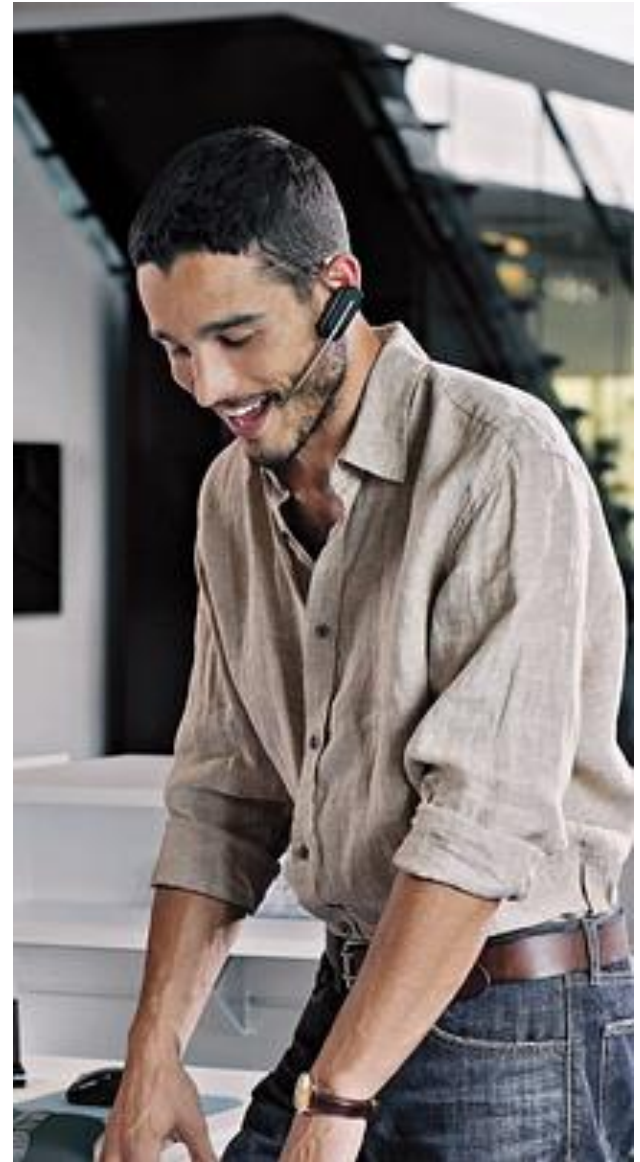
Noise Cancelling

- Microphone based technology designed to reduce unwanted noise that a caller hears
- Simple, robust technology built into the headset microphone
- Enables agent to talk more naturally when noise levels are higher

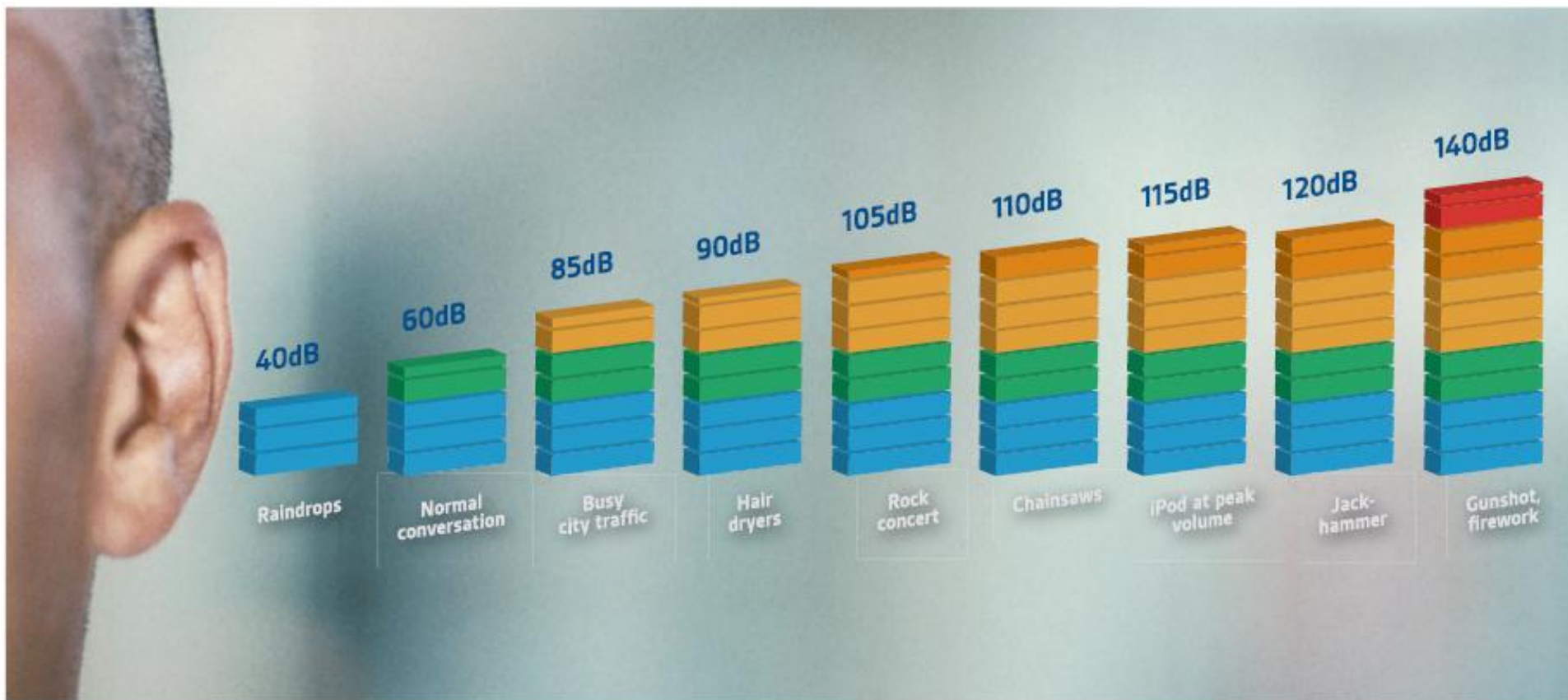


Stand up for your rights

- Sitting is very inefficient for your voice
- Compresses lungs, restricts vocal cords
- Standing up helps you deliver more power, more authority
 - “opening up the airways”
- Wireless headset gives you more freedom to stand up and talk



Background Noise



(Don't) Bring the noise

- Simple Tips
 - Don't hold team meetings in the contact centre
 - Don't use sound effects (bells, klaxons, whistles etc.) to signify large orders
 - White noise generators?
 - Furniture & carpets make a difference



Overall Conclusions

- Real cost to the business of taking voice for granted
 - Overused voices can't tell customers how good your service is
- Train, train & train again
- Simple solutions
 - Hydrate well
 - Make agents voices heard by setting up headsets correctly
 - Quieten the background noise
 - Walk & talk