Executive Overview

- https://krisp.ai/

- Headquarters: Berkeley, CA

- Venture-back private company

- 150+ Employees

- 50 billion+ minutes processed monthly

- Global deployments, enterprise-grade

- 2,000+ companies using Krisp daily

Product & Service Offerings

- AI Noise and Background Voice Cancellation
- AI Accent Localization
- AI Live Interpreter
- AI Agent Co-Pilot
- Call Recording API
- Call Speech-to-Test API

Sales Engineer Take On Best Fit

Krisp has developed AI-powered solutions for noise cancellation, agent accent reduction (to reduce communication friction), meeting summarization/note taking, as well as real-time voice/audio translation.

John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

Krisp - Voice AI

- The leader in contact center background noice and voice cancellation for voice clarity

- Market-best Accent Localization for call center service US customers

- Live Language Interpreter for multi-language customer calls

- Accurate transcriptions and call summaries, much less expensive than alternatives

- Scalable, enterprise-grade deployment, management and administration

Quantified impact on business metrics:

- 8% increase in CSAT scores

- 10% reduction in AHT

- 30% reduction in cost per call

- 78% decrease in noise complaints

- 16% increase in sales conversions

- 25% increase in agent satisfaction

- 25% increase in FCR

- 20% decrease in call abandonment rates

Top Industries Served

- Other

Ideal Customer Profile

Primary Target Prospect: BPOs

- Global and local BPOs serving high-value and high-value verticals, including financial, healthcare, retial, travel and other companies.
- Enterprise and SMB call centers, scaling from hundreds of seats to tens of thousands of seats. Vertical targets align with BPO target verticals.
- Call centers with customer noise and accent complaints that translate to sub-par KPIs, including AHT, CSAT, FCR and Sales Conversions.

Qualifying & Technical Questions

- Do you customers complain about background noice and accents?

- Are you underperforming with call center KPIs?

- Are you agents stressed due to frustrated customers?

- Do you have off-shore call centers serving US customers?

- For BPOs, do you want a single application that provides voice clarity, transcriptions, language interpretation, call summaries and call recordings, independent of the CCaaS platform in use at a fraction of the cost of alternatives?