



How 300 million customer conversations got clearer:

Everise's global rollout of Krisp



HQ: Orlando, Florida, USA

Industry: BPO & CX Services

Everise is a global CX leader helping ambitious brands deliver extraordinary customer interactions and drive digital transformation. With nearly 30,000 agents across 12 locations, handling over 300 million customer experiences annually, Everise blends a people-first culture with AI-powered innovation to help clients in healthcare, travel, technology, and financial services grow and turn customers into lifelong fans.

Executive summary

At Everise, communication friction isn't an edge case, it's an enterprise-scale risk. When nearly 30,000 agents handle over 300 million customer experiences a year across healthcare, airlines, financial services, and technology, every accent gap and every burst of background noise has a multiplier effect: longer calls, repeat contacts, compliance exposure, and eroded customer trust.

Everise deployed Krisp's **Accent Conversion** and **Noise Cancellation** to address both challenges at once and validated the decision through a head-to-head evaluation in which, based on Everise's internal evaluation criteria, Krisp demonstrated strong performance across key parameters relative to alternative solutions — scoring consistently in the native-like range across several client programs.

Key results across controlled pilots and post-rollout evaluation:

- Up to 10% reduction in AHT
- Up to 6% improvement in FCR
- Up to 7-point increase in CSAT
- Up to 8-point improvement in NPS
- 10,000+ seats deployed across the Philippines, India, Guatemala, and Colombia — with adoption still scaling

When 300 million conversations depend on clarity

At Everise's scale, communication friction isn't a quality nuisance, it's an operational risk that compounds across every geography, client program, and vertical the company serves.

Even well-trained agents faced accent-related comprehension gaps that played out differently depending on the stakes of the conversation.

- **In healthcare programs**, patients misheard benefit or eligibility details and called back.
- **In travel**, time-pressured rebooking calls stalled when passengers couldn't follow the agent on the first pass.
- **In financial services**, a single misunderstood policy term was enough to trigger an escalation.

Across all verticals, the pattern was the same: repeated explanations, slower call progression, inconsistent customer experience, and lower CSAT and NPS scores on globally delivered programs.

At the same time, agents working across contact centers and remote environments had to manage background noise and inconsistent audio conditions, a second layer of friction that disrupted call flow and eroded professionalism regardless of the agent's skill level.

Everise had invested heavily in the conventional solutions: extensive accent neutralization and communication training, longer nesting periods, additional coaching sessions, manual call monitoring, soundproofing, and premium headsets. These approaches helped, but **they were costly, inconsistent, and didn't scale** across a workforce of nearly 30,000.

Over time, residual accent-related issues had become an accepted operational limitation, something Everise managed rather than solved.

"At Everise, we believe the future of CX lies with empowering people with the right technology. We are proud to partner with Krisp to further our shared vision of amplifying the human touch with real-time AI."

Sudhir Agarwal, Founder & CEO of Everise

The solution behind clearer conversations

Krisp helped Everise improve how conversations sound and flow in real time, addressing both accent-related and background noise challenges at once.



Accent Conversion

Improved speech clarity while preserving the agent's natural voice and tone, making conversations easier to understand.



Noise Cancellation

Removed background noise from both sides of the conversation, helping keep calls clear and uninterrupted.

Together, these capabilities improved communication directly within live customer conversations, rather than relying on training alone.

A rollout built on proof, not assumption

Everise validated Krisp through a structured, KPI-driven rollout in live customer environments, including a **head-to-head evaluation against an alternative solution**.

The evaluation covered the dimensions that matter most at enterprise scale: audio latency, accent leakage, voice clarity coverage, voice quality, headset compatibility, system resource efficiency, user enrollment requirements, and sign-in integration. Based on Everise's internal evaluation, Krisp demonstrated strong performance across key evaluation parameters relative to the alternative solutions evaluated.

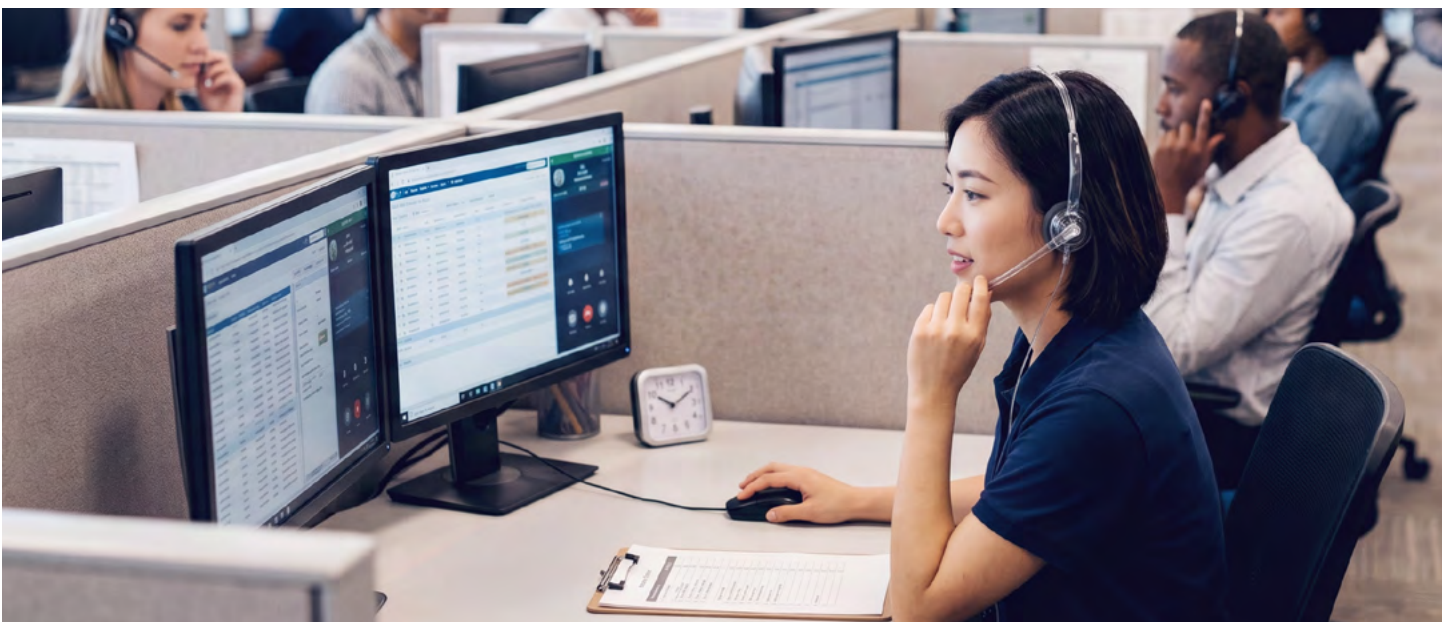
Everise also conducted independent quality evaluations across several client programs, scoring each solution on clarity, naturalness, and accent accuracy. Based on Everise's internal evaluation criteria, Krisp scored consistently in the native-like range, outperforming the other solutions and original unmodified voice.

"Krisp's technology has consistently outperformed in head-to-head evaluations across clarity, naturalness, and accent accuracy."

Sudhir Agarwal, Founder & CEO of Everise

Validation included a **30-day, KPI-driven proof of concept** in real production environments. Calls were reviewed independently by stakeholders across **Operations, QA, Customer Success, and US-based evaluators** using a structured checklist across five criteria: robotism, accent conversion effectiveness, voice naturalness, subdued voice output, and background noise handling.

Performance was then measured across **AHT, FCR, CSAT, NPS, and QA scores**.



How clarity translated into performance

Across controlled pilots and post-rollout evaluation periods, Everise observed consistent improvements across key operational KPIs.

AHT reduced by 5-10%

Fewer repetitions and faster customer comprehension helped conversations move forward more efficiently.

FCR improved by 3-6%

Agents were able to resolve issues more effectively within the first interaction.

CSAT increased by 4-7 points

Especially pronounced for offshore-handled voice interactions, as customers experienced smoother, more natural conversations.

NPS improved by 5-8 points

Better customer comfort and confidence during conversations contributed to stronger loyalty signals.

Beyond the core KPIs, Everise observed operational efficiencies that extended the impact: increased agent confidence, reduced dependency on prolonged accent training (freeing up L&D bandwidth), faster ramp-up and time-to-productivity for new hires, and more consistent communication quality across teams and geographies.

Gains were strongest among agents with **medium-to-heavy accents**, the agents who had been hardest to reach through conventional training saw the largest improvements in conversation flow and efficiency.

"One of our agents received a compliment from a passenger who praised the clarity of his voice, noting that there was no background noise."

Dan Gyver Villafuerte, Everise Agent

Scaling clarity across 10,000+ seats

Following successful pilots and phased rollout, Krisp is now deployed across 10,000+ seats globally at Everise, with adoption rapidly scaling across operations in the Philippines, India, Guatemala, and Colombia. The deployment spans both inbound and outbound voice programs across multiple client accounts — demonstrating that communication clarity improvements hold at enterprise scale, not just in pilot environments.

"The accent neutralization feature helps my voice come through naturally, making it easier for members to understand me. Conversations feel smoother and more confident."

Claudine Ayson, Everise Agent

"Krisp has enhanced call quality, productivity, and comfort throughout my work. Whenever I set my headset, I never forget to use Krisp."

Felicity Hill, Everise Agent

The next phase of AI-powered voice operations

Everise is expanding its use of Krisp beyond Accent Conversion and Noise Cancellation, exploring:

Voice Translation

Currently in POC for Spanish-language support, enabling multilingual customer interactions without requiring bilingual agents.

Agent Assist

Initial POC completed, with discussions underway for broader deployment.

New accent packs and geographies

LatAm accent expansion under POC, with further growth planned across India and Asia.

"Partnering with Krisp has transformed our agent experience at Everise. Their noise cancellation and accent conversion technology has significantly enhanced call clarity, reduced disruptions, and improved overall customer satisfaction. Collaboration goes beyond technology — it's a partnership that empowers our teams to deliver exceptional service across geographies."

Sudhir Agarwal, Founder & CEO of Everise

See Krisp Call Center AI in action and learn how your teams can deliver clearer, more confident customer conversations.

Book a demo today

