

CXone Mpower SmartSpeak: Noise cancellation

Bring clarity to your customers and agents.

Make every customer conversation clear, crisp, and focused. CXone Mpower SmartSpeak's noise cancellation instantly isolates voices and removes background noise in real-time from both sides of the call.

Improve customers' CX journeys starting pre-call with an intelligent virtual assistant that can more accurately decipher customer responses and help them self-serve or route them to the proper agent the first time. When a call reaches an agent, the agent benefits from a clear line of communication and can more quickly serve the customer while being relieved from the stress of having to listen to background noise in the contact center or remote location. For outbound agents, removal of noise on the line helps increase answer rates and assist with improved productivity and higher sales close rates. These benefits even transfer to post-call work, with increased accuracy of AI analytics, autosummary of agent interactions and quality assurance playbacks.



Key features

- AI bi-directional voice isolation and noise removal
- Echo cancellation
- Noise and device controls
- Centralized user management

Benefits

- Improved customer satisfaction
- Reduced average handle time (AHT)
- Improved outbound sales effectiveness
- Faster inbound and outbound connection rates
- Increased employee satisfaction and retention

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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