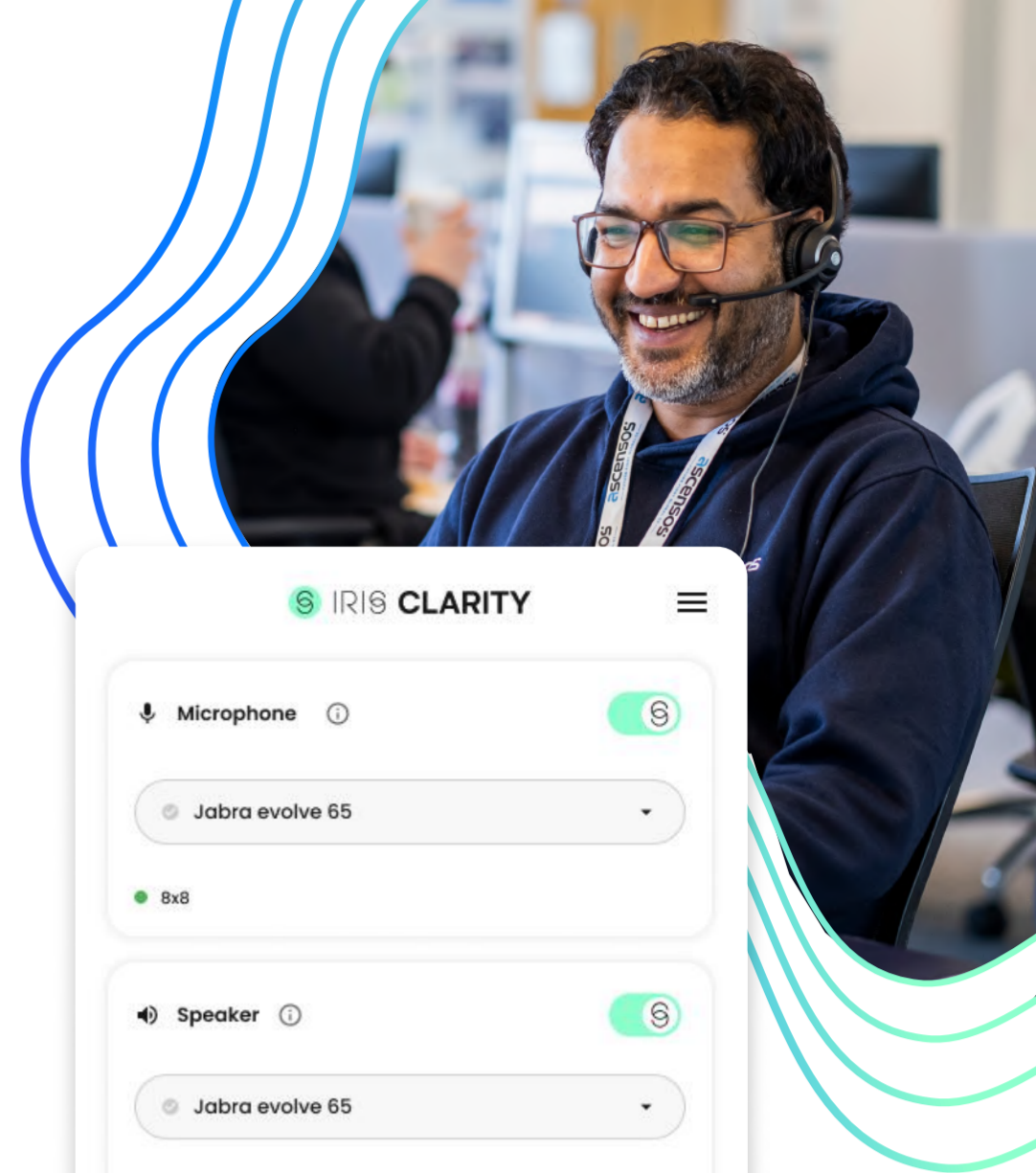# IRIS CLARITY

8x8

IRIS Clarity is an AI-powered desktop app that removes distracting background noise from your customers' calls. Because it's bi-directional, it makes conversations clearer for both agents and customers, **no matter where they are.**

Developed for Formula 1, IRIS Clarity is the world's most advanced AI voice-isolation software. Tested in the most extreme of environments, IRIS is now enabling clearer conversations across hundreds of contact centres globally.

IRIS CLARITY

🎤 Microphone ⓘ

Jabra evolve 65

● 8x8

🔊 Speaker ⓘ

Jabra evolve 65

🔊 Background noise level

● 8x8

What problem does IRIS Clarity solve?

Efficiency

£246 million

is wasted each year contact centres due to noise

Customer satisfaction

87%

of customers have had to repeat themselves due to background noise

Agent experience

69%

of agents say background noise affects their wellbeing

Who benefits?

IRIS Clarity enhances the experience for both **your agents and customers**, offering significant advantages for **you as a business manager** by reducing operational costs and elevating overall productivity and efficiency.

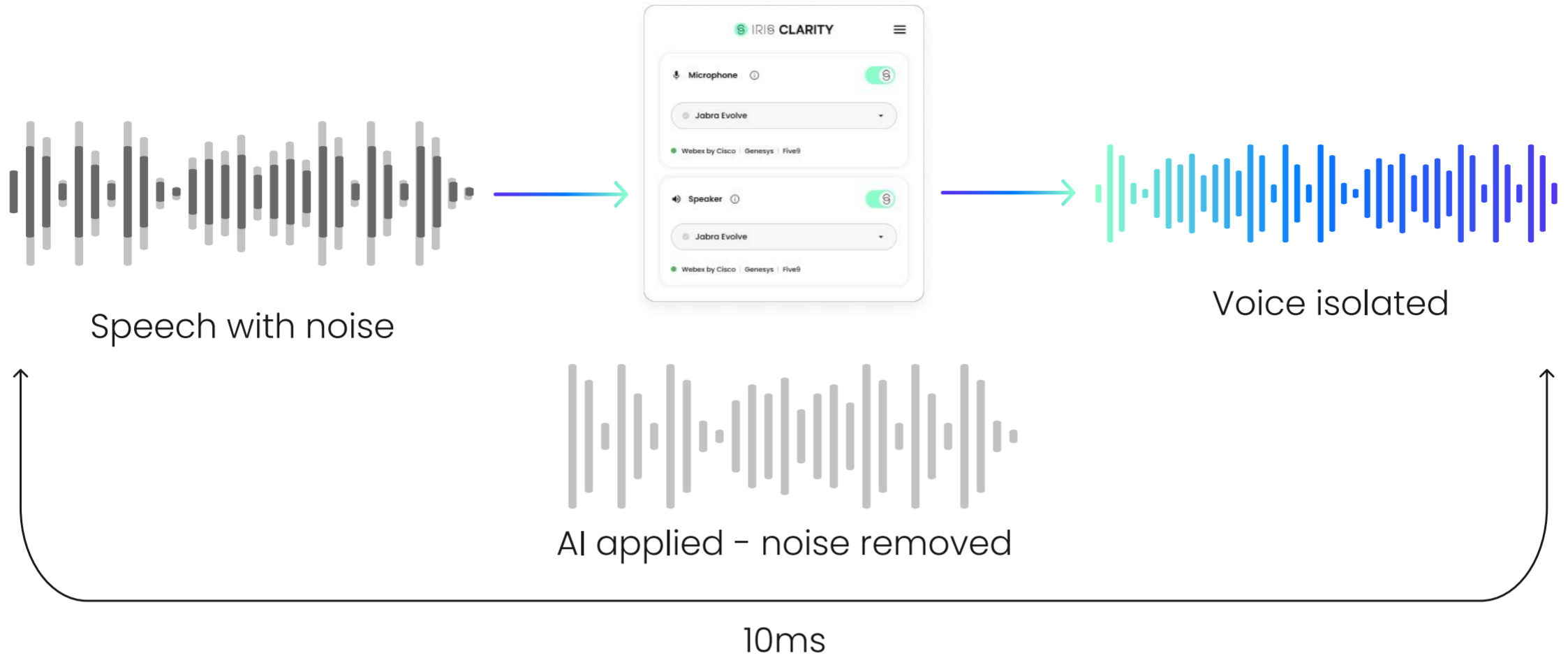### The Value of IRIS Clarity: Achieve Rapid ROI

38%

reduction in AHT - as validated by **Goldsmiths University**

53%

reduction in soundproofing costs

98%

decrease in noise complaints

8x8

Speech with noise

IRIS CLARITY

AI applied - noise removed

Voice isolated

10ms

Simple desktop app **OR** SDK deployment

3% CPU

121MB Disk space

32MB System memory

Compatible with

NICE Five9 Amazon Connect GENESYS 8x8 dialpad talkdesk twilio + more

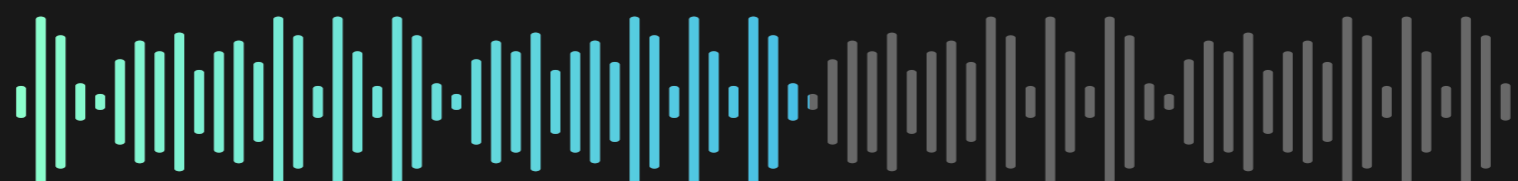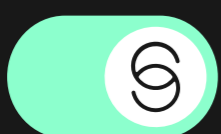## See what our clients have to say about using IRIS Clarity

"Clear communication between a customer and an advisor means everything in our line of work, and what could be better than a solution with proven ability to achieve that."

John Devlin, Founder & CEO **ascensos**

Hear the difference with our demos

39:24 / 45:28