

## **Noise Cancellation in Zoho Voice**

Zoho Voice offers noise cancellation during calls for your agents. This enables customers and prospects to focus on the conversation with your agents without any audio disturbance in the background. This noise cancellation is powered by <u>Krisp</u> and is available as a feature add-on in Zoho Voice.

## **Pricing and Supported mediums**

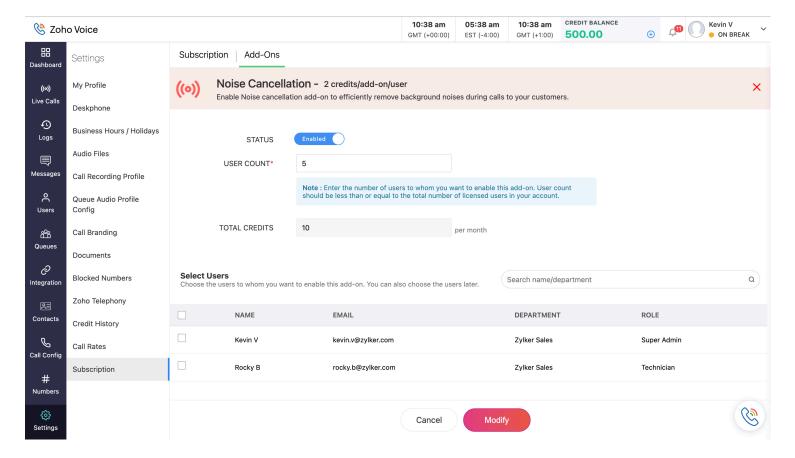
Noise cancellation is available by default for Contact Center and Unlimited Calling plans in Zoho Voice. It is also available in other Zoho Voice paid plans as an Add-on priced at 2 credits per user per month. Only Super admin and Admins can purchase this add-on for their agents/technicians.

You can use Zoho Voice noise cancellation in Zoho Voice Web and Desktop applications, and ZDialer browser extension in Chrome, and Microsoft edge.

## Purchasing Noise Cancellation add in Zoho Voice

To enable the Noise Cancellation add in Zoho Voice

- 1. Navigate to **Settings** >> **Subscription** >> **Buy Addons**
- 2. Choose Noise Cancellation
- 3. Select the preferred agents
- 4. Check the total user count and the credits and click **Buy** to complete your purchase.



## **Activating Noise Cancellation:**

Your agents can now enable or disable the Noise Cancellation feature from their dialpads.

- 1. Select Settings in your dialpad
- 2. Turn on Background Noise Cancellation
- 3. Enable/disable this configuration from the icon on your dialpad.

