



**Zoho Corporation**

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# 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 [Krisp](#) 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.

Zoho Voice

10:38 am

GMT (+00:00)

05:38 am

EST (-4:00)

10:38 am

GMT (+1:00)

CREDIT BALANCE

500.00

+

11

Kevin V

ON BREAK

Dashboard

Settings

My Profile

Deskphone

Business Hours / Holidays

Audio Files

Call Recording Profile

Queue Audio Profile Config

Call Branding

Documents

Blocked Numbers

Zoho Telephony

Credit History

Call Rates

Subscription

Numbers

Settings

Subscription

Add-Ons

Noise Cancellation - 2 credits/add-on/user

Enable Noise cancellation add-on to efficiently remove background noises during calls to your customers.

STATUS

Enabled

USER COUNT\*

5

Note : Enter the number of users to whom you want to enable this add-on. User count should be less than or equal to the total number of licensed users in your account.

TOTAL CREDITS

10

per month

Select Users

Choose the users to whom you want to enable this add-on. You can also choose the users later.

Search name/department

	NAME	EMAIL	DEPARTMENT	ROLE
<input type="checkbox"/>	Kevin V	kevin.v@zylker.com	Zylker Sales	Super Admin
<input type="checkbox"/>	Rocky B	rocky.b@zylker.com	Zylker Sales	Technician

Cancel

Modify

## 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.

● AVAILABLE

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## Settings

## Audio Devices

### Disable Dialpad



Enabling this prevents receiving or making phone calls.

### Background Noise Cancellation



Enabling this will remove background noise from audio.

### Auto Bandwidth



Enabling this will automatically adjust the audio quality based on the available bandwidth.

### Headphone Integration



Enable it to gain deeper interoperability and control with your headphones.

[View Config](#)

### Diagnosis



Generate debug logs to diagnose issues.

