

Sound Masking Enhances Call Quality for Fortune 500 Insurance Company

Improving call quality and employee productivity through installing state-of-the-art sound masking



The Customer

Fortune 500 Insurance Company

Industry

Insurance

Location

Seattle, WA

Duration

1 Week

Services

- Sound Masking
- Call Center Technology
- Speech Privacy

The Challenge

A Fortune 500 auto, home, and life insurance company converted a large vehicle bay into a regional inbound call center that contacts many Americans daily to find them affordable insurance coverage options.

The new workspace included high vaulted ceilings with exposed steel beams and ductwork that made for poor acoustics. As call center representatives made calls, they overheard the conversations of nearby coworkers.

The call center needed a solution to improve the acoustics, lessen background noises, and allow for better conversations with customers.

The Solution

Wachter met with the client to introduce them to sound masking technology.

Our technicians installed a sound masking system that consisted of 22 small, barely visible emitters (speakers) that were attached to the steel beams and other fixtures in the workspace. These emitters were connected by cables to an intuitive control module mounted in the equipment room.

The client was then trained on the use of the system monitoring and control software included in their sound masking setup. This solution improved acoustics, lowered unobtrusive background sounds, and allowed for conversations to occur without disrupting coworkers.

The Results

With the new sound masking system in place, conversations don't carry through the open areas and conversational distractions are kept to a minimum.

Employees can concentrate with minimal speech noise distractions, allowing staff to be more productive in a more acoustically comfortable environment.



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