

## **Customer Perceived Voice Quality**

### **Trillium News**

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Trillium releases a White Paper on the importance of Customer Perceived Voice Quality and Trillium's unique measurement techniques.

Trillium's measurement techniques can help you assess, improve and maintain your customer's perception of your contact centre's voice quality.

So...your customers complain of poor voice quality, yet your IT people tell you it's OK ?

[Here's why...](#)