



Open concept area where training and the call center share priority



Call center area where speech privacy is required



Soundmask system components neatly secured on a rack unit

Hamilton Call Center is a government service provider located in Ontario. Due to the private nature of conversations within the space, speech privacy is a key concern. The client approached Soundmask Canada, concerned about speech privacy problems within the offices and meeting rooms, as well as in the open concept call center area itself which doubles as a training area.

The different areas required different masking treatments, which called for separate zones. Soundmask Canada provided a system, including Soundmask's SM-DR-5000, that allows trainers to turn the masking down during training sessions where speech intelligibility is required, and turn the masking up when agents are using the training room as a call center.

CLIENT

PUBLIC WORKS & GOVERNMENT SERVICE
CANADA

DETAILS

MEETING ROOMS, PRIVATE OFFICES,
TRAINING ROOMS AND MULTIFUNCTION
OPEN CONCEPT CALL CENTER

DATE JULY 2011

INSTALLER SOUNDMASK CANADA



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