Konecta and Krisp partnership tackles language barriers to expert customer support

November 20, 2026



Madrid, November 23, 2026 - Konecta, a global leader in customer experience and digital services, has partnered with leading Voice AI provider Krisp to help customers and agents have clearer, more productive conversations across languages.

The partnership enables contact center teams to offer clearer conversations and greater language choice. Noise cancellation and accent conversion help people hear and understand one another, while real-time translation means a customer can explain

a problem and hear the agent's advice in their preferred supported language, even when the agent speaks another. This partnership forms part of Konecta's wider use of AI to handle routine enquiries and help its people provide more specialist support.

Language differences, background noise and difficulty understanding an unfamiliar accent can all get in the way of resolving a customer's problem. In fact, according to the Everest Group, AI-driven accent localization increases customer satisfaction by 10-15%, boosts first call resolution by 20-25% and reduces average handling time by 10-15%. Repeated explanations take time for both sides, delaying a solution for the customer and keeping agents on calls longer. Across a busy service team, those delays can contribute to a build-up of calls and longer waits for other customers.

"AI should make our agents better at what they do. Krisp lets a specialist help any customer, whatever language they speak, working alongside the AI agents we already run." said **Adil Tahiri, Chief Technology Officer at Konecta**. *"When a customer and an agent struggle to understand each other, both can become frustrated, even when the answer is within reach. Now the customer can explain the problem in their own language and get advice from someone who really knows the product."*

Customers can choose a supported language at the start of their call, where they are informed that AI will help translate their conversation with the agent. Someone seeking technical help, for example, can describe a fault in their preferred language, answer questions and discuss the next steps with an agent who knows the product or service.

For businesses, the partnership pairs Krisp's voice technology with Konecta's specialist customer experience teams. Rather than requiring organizations to hire agents for every language, the partnership allows businesses to build product and service expertise once which can then be offered to customers in many languages, striking the

right balance between speed, efficiency and customer choice.

Spain is an early focus as businesses adapt to the country's new Customer Service Law (SAC Law), which requires many businesses to provide customer support in the relevant co-official languages, such as Catalan, Basque and Galician. The law also introduces stricter service standards, including a requirement to answer 95% of requests for personalised telephone assistance within three minutes. The partnership will help Konecta’s customers expand multilingual support and respond to these requirements. The same approach can help businesses in other markets offer greater language choice and prepare for similar obligations if introduced elsewhere.

“The language a customer speaks should never decide who they can get help from,” said **Harry Folloder, Chief Customer Officer at Krisp**. *“With live Voice Translation, Konecta can make the expertise of one team available to customers across multiple languages and markets. Together, we’re making it easier for customers and specialists to understand each other, breaking down language barriers and overcoming challenges like different accents and background noise that can often make conversations harder to follow.”*

The service is available globally through Konecta, with deployments tailored to each customer’s language needs and applicable local regulatory requirements. The partnership forms part of Konecta’s wider investment in AI to support its employees and improve customer experience through practical applications in day-to-day service.

About Konecta

Konecta is a leading innovative global service provider in customer management business process and digital outsourcing, with 109,000 passionate employees working in 40 languages across 4 continents and 28 countries. Focusing on the unique needs and opportunities of each industry, Konecta offers a full range of end-to-end customer management solutions – including acquisition, retention, customer service, technical support, and collection – all based on a sustainable business model. These services are built on a portfolio of world-class expertise covering customer experience and process management, digital solutions and cutting-edge technologies. Headquartered in Madrid, Konecta delivers global revenues of €2 billion with more than 500 clients, covering some of the biggest names in telecoms, energy, banking, mobility, retail, and e-commerce.

Media contacts

Press & Media enquiries

corporate@konecta.com

konecta

Konecta and Krisp partnership tackles language barriers to expert customer support