

SESTEK

Conversational Automation Company

KNOVVU
AUTOMATED QUALITY
MANAGEMENT

DATASHEET





Reduce Your Quality Management Process Time to Minutes

Knowvu AQM collects, monitors and scores 100% of customer-agent conversations (call, chat, and video) according to script adherence, acoustic indicators, and emotional features. This enables supervisors to score and maximize agent performance with tangible feedback objectively. Equipped with a hybrid approach, the product improves efficiency by using automation to score performance, and supervisors can manually make granular adjustments if necessary.

BENEFITS



EVALUATE 100% of INTERACTIONS

All customer-agent conversations (call, video, chat) are evaluated according to script adherence, acoustic indicators, and emotional features.

IMPROVE AGENT PERFORMANCE

With the ability to see individual scores for every single interaction, you can support your agents with detailed feedback and train them with sample calls from your best agents.



OPTIMIZE QM EFFORTS

Let automation do the heavy lifting for your supervisors so they can focus on their agents. Intelligent Forms, historical scoring, smart rule creation provide simplicity and efficiency for QM processes.



DIFFERENTIATORS

1. Full Coverage

100% of the interactions monitored, including calls, text and video.

2. Hybrid Approach

Agent performances scored with a combination of Knowvu evaluation engine and supervisor scoring.

3. Maximum Flexibility

Intelligent Forms, historical scoring, smart rule creation features provide flexibility when criteria revision is required.

4. Statistical Comparison

Easily pinpoint what your best-performing agents are doing correctly so that you can support agents in need effectively.

5. Enhanced Training

We analyze the interaction data better to give your supervisors better training tips.

6. Fast Adaptation

Knowvu AQM is designed to minimize the product adaptation cycle and support your supervisors from Day 1.





1. Best of Both Worlds: Hybrid Evaluation

- a. The solution can automatically evaluate the agent’s performance in a conversation by considering script adherence, acoustic indicators, and emotional features such as monotonicity and tension. System calculates the standard values for each acoustical parameter in an evaluation form and assigns scores to the agent for each interval.

Dashboard 🏠 • AQM • Dashboard

Filters <<

Conversation Date: 01/01/2028 03:00

Form: 3

Department: 6

Agent

Clear Filter

Quality Management | Agent Performance | Evaluator Performance

Total Duration: 29h 54m 11sec
Conversation Count: 417

417

Total Call Count

100.0%

Automatically Evaluated Conversations

1.0%

Manually Evaluated Conversations

Agent	Automatically		Manually	
	Evaluated Conversations	Avg Score	Evaluated Conversations	Avg Score
Arnold C.	100.0%	68.0	0.0%	0.0
Bailey T.	100.0%	68.0	0.0%	0.0
Ella P.	100.0%	68.0	0.0%	0.0
Clementine A.	100.0%	68.0	0.0%	0.0

- b. Evaluation forms can include both automatic and manual questions. Only the manual questions must be evaluated by the evaluator during the evaluation. The rest is handled by the solution immediately.

2. Did the agent say the opening script?

Irrelevant Yes No

3. Did the agent use positive language throughout the call?

Irrelevant Yes No

1. Was the agent speaking too fast?

Irrelevant Agent speed (let/sec) > 15.7 14.7 < Agent speed (let/sec) ≤ 15.7 0 < Agent speed (let/sec) ≤ 14.7

2. Objection and Calibration

Calibrate

7679 01/01/2028 11:44 Hybrid Evaluation Form v1

Call Test Back to Evaluation Results Conversation #226144 75.0

Arnold C.
Inbound Department
226144

Evaluation	Conversation
Evaluation ID	38717
Evaluator	Arnold C.
Evaluation Date	01/01/2028 15:55
Assignment	N/A
Score	75.0/100
Evaluation Duration	00

Evaluation Comment

00:00 / 00:00 Play Stop 1x Volume Smile

▼ AQM Questions

1. Was the agent speaking too fast? 25.0

Irrelevant Agent speed (let/sec) > 15.7
 14.7 < Agent speed (let/sec) ≤ 15.7
 0 < Agent speed (let/sec) ≤ 14.7

2. Did the agent say the opening script? 25.0

Irrelevant Yes
 No

3. Did the agent use positive language throughout the call? 25.0

Irrelevant Yes
 No

4. Was the c...

Irrelevant Yes
 No

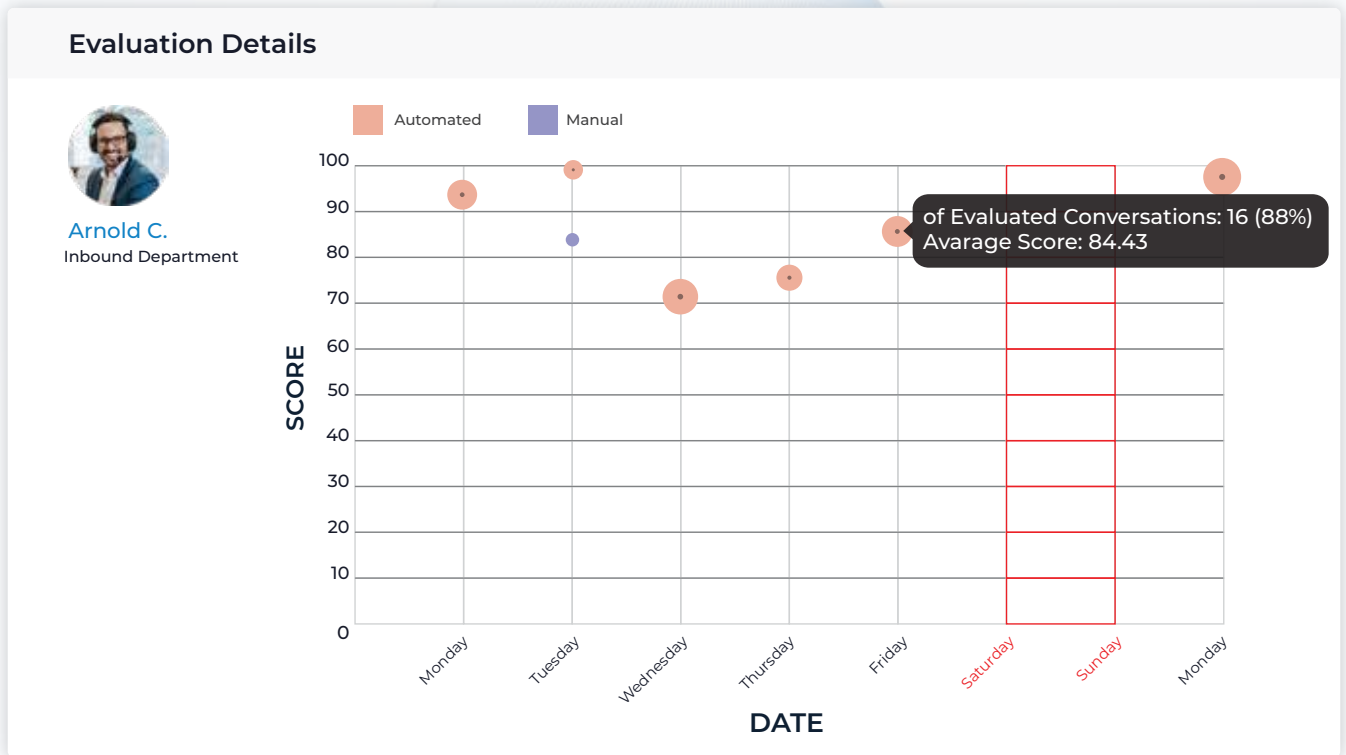
Conversation #226144



Any evaluations can be reevaluated by another QA specialist to calibrate and enhance QA processes. The agents are enabled to raise objections to their scores and request a reevaluation. Therefore, the performances of the QA specialists are also measured, considering calibrations and objections.

3. Agent Performance Monitoring

Knowvu AQM enables QA specialists to monitor agent performances based on their interaction scores and observe their trends over a specific period. Additionally, it is possible to compare agents by their scores and conduct additional statistical comparisons to inspect and standardize the service offered.



4. Assignments

Knowvu Analytics enables QA specialists to focus on a specific set of interactions by creating assignments to get maximum value from the limited manual evaluation resource. Categorized interactions are the subject of the assignments, and QA specialists are no longer required to select random interactions among massive amounts of them.



How CIGNA Call Center Increased Sales Using Analytics

“Sestek’s Speech Analytics analyzed 100% of all customer-agent calls and helped us identify areas of improvement for our agents. With the help of actionable insights, we achieved significant improvements in their performances.”

—CHIEF OPERATING OFFICER CIGNA TR

THE CUSTOMER

Cigna TR is an insurance company offering health, life, and pension insurance formed through a partnership in 2012 between QNB Finansbank and Cigna Global.

THE CHALLENGE

Monitoring, analyzing, and scoring customer interactions is challenging due to the large volume of data. Cigna could only manually evaluate 5% of interactions, resulting in limited insight and difficulty in building an effective training strategy.

THE SOLUTION

Cigna utilized Sestek's Speech Analytics to monitor and evaluate all customer-agent interactions. The insights gained enabled customized training sessions and improved telesales operations.



↑48%

Increase in sales

↑90%

Increase in sales agent performance

↑23%

Increase in call quality

SESTEK

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SESTEK is a conversational automation company helping organizations with conversational solutions to be data-driven, increase efficiency and deliver better experiences for their customers. Sestek's AI-powered solutions are built on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.

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