KNOVVU
Virtual Agent

SESTEK

A SUPER AGENT AT EVERY CUSTOMER CHANNEL

CHALLENGE

Today, customers demand immediate answers to their questions. They do not want to wait in a queue even for a few minutes and they do not want to navigate through complicated IVR menus. It is costly to meet this rising demand by increasing agent count.

SOLUTION

With Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, Knovvu Virtual Agent understands customer intent and responds to the customer without the need for a live agent. Knovvu Virtual Agent increases self-service rates while decreasing costs for customer service operations.

Groupama

"With 97% speech recognition accuracy rate, Knovvu Virtual Agent answers 24% of our customer requests without the need for a live agent."

— Chief Information Officer, Groupama

BENEFITS

INCREASE EFFICIENCY

Customers finding answers 24/7 via virtual agents without needing live assistance significantly optimizes efficiency.

IMPROVE EXPERIENCE

Whether it is WhatsApp or a mobile application, virtual agents can be deployed at multiple channels to provide customers with the same level of experience.

REDUCE COST

Agent time is the most valuable asset in customer service. Virtual agents helping customers with simple and repetitive tasks help reduce customer service costs.

Virtual Agent

DIFFERENTIATORS

Market-leading Accuracy

We are proud of our market-leading AI-based intent recognition accuracy rate of >97%.

All in One

Speech Recognition (SR), Text-to-Speech (TTS), Natural Language Understanding (NLU), orchestrator, and design studio. All-in-one solution.

No-code Solution

Our customers enjoy **Drag&Drop** design for the no-code user.

Domain Readiness

With our two decades of expertise in different industry verticals, our solution comes with pre-built and ready-to-go integrations.

GROUPAMA SERVES CUSTOMERS 24/7 WITH VIRTUAL AGENT

Using SESTEK's technologies, Groupama developed GUPI, the virtual agent, to serve customers around the clock.
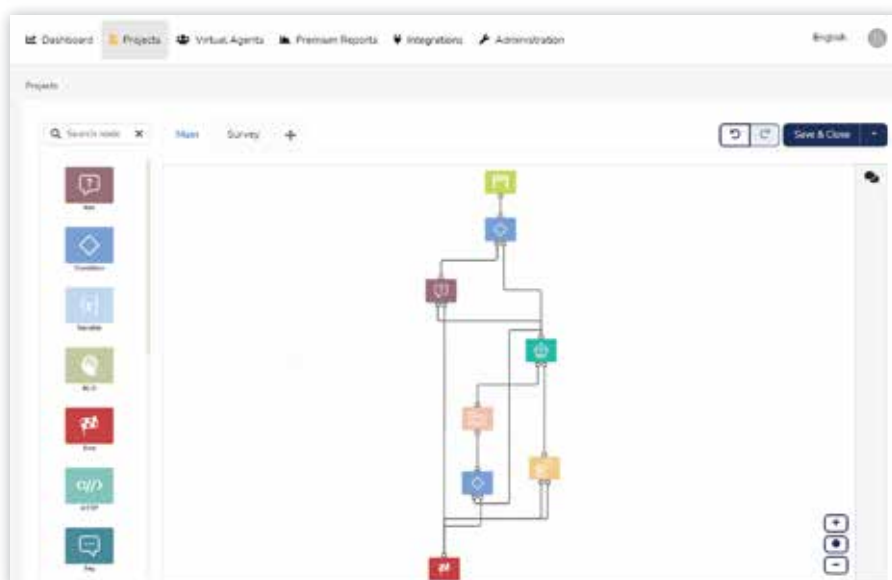
97%
Speech recognition **accuracy rate**

24%
of customer issues **solved** by GUPI

500+
Hours/monthly of representative **time saved**

Engaging Design Studio

Smart conversations and complex business flows can easily be designed with gamification mindset. **No IT support required.**

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