

A SUPER AGENT AT **EVERY** CUSTOMER CHANNEL



CHALLENGE

In today's fast-paced world, customer expectations have reached new heights. Instant gratification is no longer a luxury but a necessity. Customers demand immediate answers to their questions; refusing to wait in queues and do not want to navigate through complicated IVR menus.

SOLUTION

With Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, SESTEK AI Agents handles routine customer inquiries 24/7 without the need for a live agent to provide support and assistance, processing transactions, and performing data entry tasks. By leveraging ai agents, businesses can streamline operations, reduce the need for human resources, minimize overhead costs associated with staffing and training, and improve overall efficiency.



“With ~98% speech recognition accuracy rate, SESTEK AI Agents 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.

IMPORTANT FEATURES

1. Market-leading Accuracy

We are proud of our market-leading AI-based intent recognition accuracy rate of ~98%.

2. All in One

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

3. No-code Solution

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

4. Domain Readiness

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

HOW AI IS INTEGRATED

● Advanced NLU

Utilizing sophisticated NLU model architectures is essential to enhance comprehension, elevate user satisfaction, provide adaptability, and manage intricate queries proficiently.

● Conversation Summary

This feature utilizes LLM to provide users with a quick and efficient way to review and understand the main points discussed during conversations.

● Advanced Sentiment Analysis

Analyzing both customer and agent sentiment in conversations is crucial for enhancing customer satisfaction, evaluating agent performance, ensuring quality assurance. This feature also improves agent retention.

● Language Detection

Detecting language in both voice and chat interactions is essential to ensure effective communication and personalization, especially for global enterprises.

● LLM Data Augmentation

This is for Large Language Models (LLM) to generate synthetic training data, thereby bolstering the performance and adaptability of NLU models in comprehending natural language text.

● Text Normalization

By reducing vocabulary size and enhancing generalization, this feature improves model accuracy and efficiency from training to inference.

● Named Entity Recognition (NER)

NER automates transactional data extraction by identifying customizable entities and facilitates seamless integration with CRM systems.

