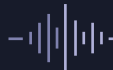


The background is a dark navy blue. On the left side, there are several overlapping, wavy, teal-colored lines that create a sense of motion and depth. These lines are composed of many thin, parallel strokes that curve and flow together. A similar, though less dense, pattern of wavy lines appears in the bottom right corner.

SESTEK

Conversational Automation Company

SESTEK



Top Conversational Solutions
for Leading Global Brands

100%

In-house
Developed
Products

40%

of Revenue
Spend on R&D

100%

Project Delivery
Success Rate

20+

Years Working on
Conversational
Tech

60%

of Our Employees
are R&D Engineers

Recognized by leading consultancy firms

DMG

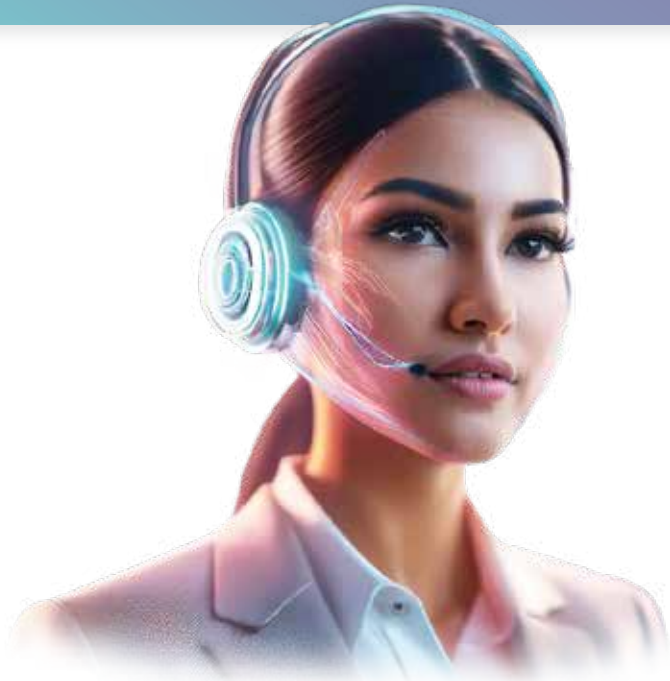
Gartner



opusresearch

SESTEK

New Chapter Begins for AI-first Customer Experience



Conversational AI for Improving Customer Experience

Optimization Solutions for Contact Centers

Knovvu Virtual Agent

Knovvu Biometrics

Knovvu Text-to-Speech

Knovvu Speech Recognition



Knovvu Analytics

Knovvu AQM

Knovvu Real-time Guidance

Knovvu WFM

Understand Your Customers Better than Your Competitors.

Knowvu Analytics collects 100% of customer interaction data at customer service channels and convert it into meaningful information for decision-makers. The solution provides critical insights to understand customers better and help to improve their experiences.

DIFFERENTIATORS

Higher Performance

Knowvu Analytics deliver faster response times and faster query results than competition.

Multi-Tenancy

Single solution supporting multi-tenancy for different teams, business units and operations.

No Code Required

Users enjoy visual query design without any coding requirements.

Advanced Quality Management

With the help of A.I., script adherence, acoustic indicators and sentimental features can be measured and scored objectively.

More Real Time

Prohibited words, urgent customer inquiries, or regulatory issues can easily be identified to notify supervisors instantly.

Statistical Comparison

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

BENEFITS



**PINPOINT
ROOT CAUSES**



**IMPROVE QUALITY
MANAGEMENT**



**ACT
IN REAL TIME**

Reduce Your Quality Management Process Time to Minutes

Use automation to streamline your QM process, lighten the load of your supervisors and support your agents with tangible and objective feedback.

BENEFITS



EVALUATE 100%
OF INTERACTIONS



IMPROVE AGENT
PERFORMANCE



OPTIMIZE QM
EFFORTS

DIFFERENTIATORS

Full Coverage

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

Hybrid Approach

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

Maximum Flexibility

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

Statistical Comparison

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

Enhanced Training

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

Fast Adaptation

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

Assist Your Agents in Real Time

Empower your customer support teams with the right information at the right time, leading to confident agents and satisfied customers.

DIFFERENTIATORS

Customizable Scenarios

The UX-friendly interface allows users to adapt and adjust real-time scenarios to meet unique business flows.

API-Powered Notifications

Seamlessly integrate real-time alerts into workflows, sending notifications to key users at different channels to enhance efficiency.

Sentiment Analysis

Detect negative sentiments instantly, enabling swift responses to improve customer satisfaction and loyalty.

Acoustic Insights

Monitor speech dynamics to intervene in real time for better engagement and effectiveness.

Superior Performance

Rely on our market-leading speech recognition accuracy, to deliver better customer experiences than your competitors.

Effective Training

Pinpoint areas for improvement and assign coaching modules instantly to enhance performance.

BENEFITS



IMPROVED
CUSTOMER SERVICE



PROACTIVE
RESOLUTION



SIMULTANEOUS
COACHING

Know Your Customers in Seconds.

Monitoring more than 100 unique parameters of the voice, Knowvu Biometrics can authorize callers within seconds. Being a language, accent, or content independent, it provides a seamless experience in real-time.

BENEFITS



**INCREASE
SECURITY**



**DECREASE CALL
DURATIONS**



**IMPROVE
EXPERIENCE**

DIFFERENTIATORS

Higher Performance

Knowvu provides >96% faster speaker identification in large datasets.

Better Accuracy

We trust in our >98% accuracy rate in both speaker identification and verification.

Faster Processing

Authentication durations are reduced to 3 seconds. And no passphrase required.

Increased Security

Knowvu Biometrics present an improved synthetic voice detection.

Noisy? No Problem

State of the art noise and background speech elimination for noisy environments.

Super Agent At Every Customer Channel.

With 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, Knovvu Virtual Agent understands customer intent and responds without the need for live agents.

DIFFERENTIATORS

Higher Performance

Tasks like creating scenarios, designing forms and reporting can be executed faster.

Market-Leading Accuracy Rate

We are proud of our market-leading AI-based intent recognition accuracy rate of >96%.

All-In-One Solution

SR, TTS, NLU, orchestrator and design studio. All in a single solution. No need for 3rd party involvement.

No Coding Required

Smart conversations and complex business flows can easily be designed with drag & drop.

Domain Readiness

Knovvu Virtual Agents come with pre-built and ready-to-go integrations for different industry verticals

BENEFITS



SERVE CUSTOMERS 24/7



INCREASE EFFICIENCY



REDUCE COSTS

Elevate your brand with voice.

Text-to-Speech (TTS) is a powerful speech synthesis technology that can vocalize written text into audible speech with a human-like voice. The technology helps businesses to deliver high-quality self-service applications to customers while improving the experience.

BENEFITS



**INCREASE
SELF SERVICE**



**IMPROVE
EXPERIENCE**



**REDUCE
COSTS**

DIFFERENTIATORS

Customized Solution

We can develop unique, natural-sounding, brand-specific voices with ease.

Voice Tuning

Speech rate and volume can be adjusted without compromising authenticity.

SSML Support

We provide more human-like experiences with pauses, numbers, date, time formatting and more.

Multi-language

Currently, we give brands voices in 13 different languages, and we continuously work to add more options.

Fast Adaptation

We can develop and expand brand voices generated from limited voice samples.

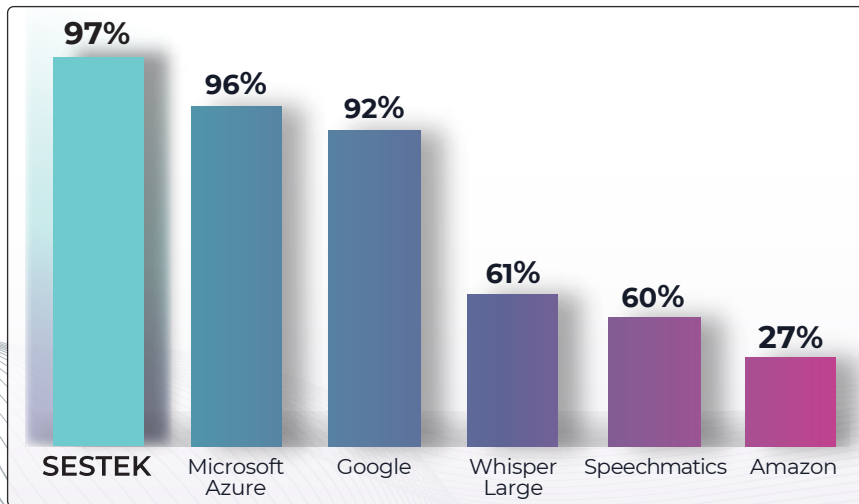
Flexible Deployment

Our flexible API effortlessly integrates into client's services, solutions and applications.

Market-Leading Accuracy Rate of >97%.

The technology enables systems and applications to understand user commands in spoken language, instead of buttons and keystrokes. This helps customers interact with systems to solve issues without the need for live agents.

COMPARISON TEST



BENEFITS



INCREASE
SELF SERVICE



IMPROVE
EXPERIENCE



REDUCE
COSTS

Knovvu Platform Snapshot



Why global brands are choosing SESTEK

We deliver. Period

The UX-friendly interface allows users to adapt and adjust real-time scenarios to meet unique business flows.

Market-leading performance.

Our speech recognition accuracy rate is **>96%** in real world environment. Higher rate of accuracy means better insights from customer conversations.

We are cloud-agnostic.

On-premise, on public cloud or on private cloud, our solutions are ready to be deployed anywhere.

Not only high tech but high touch.

We are always in close contact with our customers to understand their pain points better and tailor our solutions to fit their needs perfectly.

100% ownership of technology.

With our +100 R&D staff, we develop all of our products and core technologies in-house.

True omnichannel experience.

Not only for the customers but also for the business units involved, we provide a scalable, omnichannel, end to end conversational platform.

Our Partner Ecosystem



Leading companies trust our conversational technologies

Allianz 

 Groupama

Cigna 



 Garanti BBVA

ING 

 QNB
FINANSBANK

 بنك دبي الإسلامي
Dubai Islamic Bank

 CME Group


ARAB BANK

 البنك السعودي للاستثمار
The Saudi Investment Bank

 BNP PARIBAS

Istanbul Airport 

TRUKISH
AIRLINES 

 vodafone

hepsiburada

 arçelik


Carrefour


Unilever

 cognizant

SESTEK

Conversational Automation Company



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We are part of **UNIFONIC**

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