SESTEK

New Chapter Begins for
AI-first Customer Experience

SESTEK

Our vision is to help improve the human experience while leading the global AI-powered conversational automation initiative.

Spending **40% of revenue** in R&D

Working on Conversational Tech **since 2000**

100% Project Delivery Success

100% In-house developed technologies

Recognized by leading consultancy firms

%60 of employees are R&D engineers

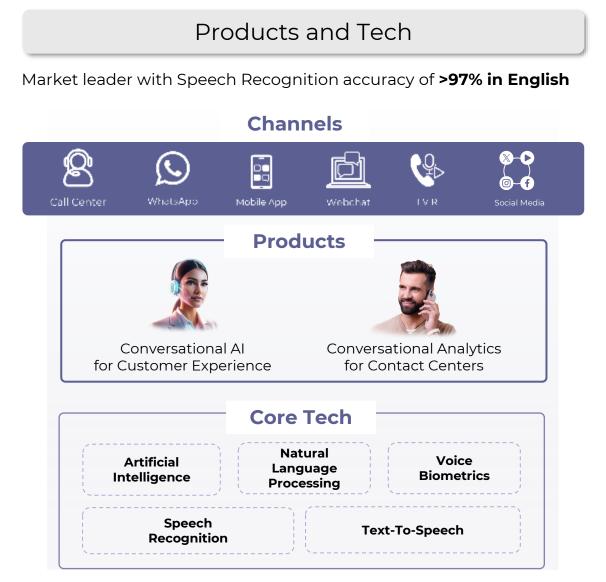opusresearch   CMP CUSTOMER MANAGEMENT PRACTICE   RESEARCH™

Gartner   DMG CONSULTING LLC

SESTEK is a global solution vendor working on AI-powered products for **automation and digitalization** of customer experience.

Industries and Customers

Successfully deployed projects **for 550+ enterprises in 20 countries**

Partners

Five9 · AVAYA · GENESYS · Microsoft · aws Connect

BFSI

ING · AXA · AXA SİGORTA · Cigna · بنك دبي الإسلامي Dubai Islamic Bank · Garanti BBVA · Allianz · BNP PARIBAS

BPOs

concentrix · TURKCELL global bilgi · ClearSource · Teleperformance · Mplus⁺

Telecom

vodafone · TURKCELL · proximus · zain · stc

Retail

getir · beko · hepsiburada · Carrefour

Products and Tech

Market leader with Speech Recognition accuracy of **>97% in English**

Channels

Call Center · WhatsApp · Mobile App · Webchat · I V R · Social Media

Products

Conversational AI for Customer Experience

Conversational Analytics for Contact Centers

Core Tech

Artificial Intelligence

Natural Language Processing

Voice Biometrics

Speech Recognition

Text-To-Speech

Key Challenges for Customer Experience

Customers

Automation

I want fast service 24/7	Do I have to answer security questions every time ?

Performance

I want to talk to your supervisor!	I am not happy with the speed and the level of service.

Companies

We need to increase accessibility and service quality without increasing costs	We should be able to recognize our customers faster and easier

We need insights to improve the experience for our customers	We need to invest in technology to augment our agents

SESTEK

Self Service Enablers

Virtual Agent
Virtual Agents can answer 1 of 4 customer questions without the need of live agents

Voice Biometrics
Biometrics tech can shorten calls requiring authentication up to 30 seconds

Performance Optimizers

Interaction Analytics
Voice and text analytics help improve CX by 25%

Agent Assist
Agents assisted with AI technologies increase contact center efficiency by 30%

Conversational AI for Improving Customer Experience

Knovvu Virtual Agent

Knovvu Biometrics

Knovvu Text-to-Speech

Knovvu Speech Recognition

Optimization Solutions for Contact Centers

Knovvu Analytics

Knovvu AQM

Knovvu Real-time Guidance

Knovvu WFM

SESTEK
Solution Suites

| FOR INCREASING AUTOMATION | FOR INCREASING PERFORMANCE |

Conversational IVR
Personalized IVR experience with voice

WhatsApp Customer Serv.
Virtual agents for your WhatsApp

Interaction Analytics
Improve performance with every customer interaction; voice or text

Agent Verification
Verify and trust your working-from-home agents

Banking Bot
Automate banking transactions

Customer Authentication
Authenticate customers at hello

Quality Management
Streamline and automate your QM

WFM
Power up your contact center with technology

Collection Bot
Support your collection efforts with AI

E-commerce Help Desk
Virtual agents for your customer service

Agent Copilot
Assist your agents with the full benefit of AI

Virtual Translator
Multilingual Customer Service

One-Stop Shop for Complete Conversational Tech Suite

INTEGRATIONS

Five9, AVAYA, GENESYS, aws Connect, CISCO, zoom, zendesk, CallCenter STUDIO, Tegsoft, twilio

CHANNELS
- Call Center
- Mobile App
- WhatsApp
- WebChat
- IVR
- Social Media

KNOVVU PRODUCTS
- KNOVVU ANALYTICS
- KNOVVU AQM
- KNOVVU REAL-TIME GUIDANCE
- KNOVVU WFM
- KNOVVU VIRTUAL AGENT
- KNOVVU BIOMETRICS
- KNOVVU TEXT-TO-SPEECH
- KNOVVU SPEECH RECOGNITION

CORE TECH
- Text-to-Speech
- Natural Language Processing
- Artificial Intelligence
- Speech Recognition
- Voice Biometrics

WHERE
- Cloud (Private / Public)
- On-premises

HOW
- SaaS
- Subscription

USING
- Kubernetes
- PostgreSQL
- MS SQL
- GenAI

BACK-END SYSTEMS

SOLUTIONS

For Automation
- CONVERSATIONAL IVR
- BANKING BOT
- COLLECTION BOT
- E-COMMERCE HELP DESK
- WHATSAPP CUSTOMER SERVICE
- CUSTOMER AUTHENTICATION
- VIRTUAL TRANSLATOR

For Performance
- INTERACTION ANALYTICS
- QUALITY MANAGEMENT
- AGENT COPILOT
- AGENT VERIFICATION

100% Home-Grown and Scalable Platform

We are leading the AI movement with Research & Development

2 R&D Centers in Europe

60% of employees are R&D Engineers

Spent **40% of revenue** on R&D

Delivered **35 Government-funded** R&D Projects

Worked with **+100 partners** for university-academia collaboration

Published **74 Publications + 14 Articles**

Owns **18 Intellectual Property Patents + 10 Registered Brands**

We are AI-native Company

We are the AI experts; deployed our **1st conversational bot in 2015**

We are proud of our 100% Project Delivery Rate

Successfully-implemented 800+ projects globally prove **our agile and flexible architecture**

Vast Experience in Customer Service Vertical

We trained our products with millions of minutes of **real call center customer-agent recordings**

100% in-house Developed and Interconnected Tech

Constant data flow for higher performance between our Conversational AI and Analytics platforms

We Can Deploy Anywhere

Same high-quality product deployed **on-prem or public/private cloud**

ING
Conversational IVR for Outbound Collection

↑ 50%
Decrease
Live Agent
Workload

↑ 58%
Increase in
Customer
Payment
Promises

👍 3000Hrs
Agent Time
Saved
Every Month

Customer

As a part of ING Group, ING Turkey, one of the leading banks, operating with more than 3000 employees and 150+ branches in Turkey.

Challenge

ING Turkey was looking for a solution to minimize repetitive tasks performed by agents, allowing them to focus on complex customer issues. They aimed to enhance efficiency in collection calls by reaching customers earlier in the process.

Solution

Conversational IVR engages with customers in natural dialogues to set payment dates, reducing the need for live agents. This improves efficiency and enhances both customer and agent experiences.

Teknosa
Automated Quality Management

7% ↑
Improvement in Customer Service Quality Scores

29% ↑
Faster Resolution in Calls Marked Urgent

100% ↑
Improvement in Agent Slince Rates

Customer

Teknosa, serves as the leading vendor for the electronics retail sector. As Türkiye's largest retail chain and its high-traffic website, Teknosa attracts over 200 million customers annually.

Challenge

Teknosa's call center managed thousands of calls daily, yet quality teams could assess only 5%, risking undetected customer issues.

Solution

Using SESTEK's solutions, Teknosa analyzed 100% of calls and accessed actionable insights for improving performance. As a result, customer satisfaction increased, and call center performance was maximized.

Concentrix
Conversational Analytics for Agent Performance

100%
of All Customer-Agent Interactions Monitored

7%
Increase in Call Quality Score of Agents

86%
Decrease in Agent Interruption Rates

Customer

Concentrix is one of the largest business process outsourcing (BPO) companies in the world.

Challenge

Concentrix was searching for a solution to monitor and evaluate 100% of calls to gain insights on how to increase call quality and agent performance.

Solution

Using Speech Analytics, they gained objective and actionable insights to train agents for better customer experiences.

Select Customers

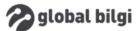| PARTNER/BPOs	BANKING	INSURANCE	TELECOM/RETAIL
Five9	ING	Allianz	vodafone
GENESYS	Garanti BBVA	EUREKO	TURKCELL
AVAYA	TÜRKİYE İŞ BANKASI	AXA SİGORTA	proximus / touch
concentrix	BNP PARIBAS	Garanti Emeklilik	ER-TELECOM / cogeco
Teleperformance	YapıKredi	Groupama	Carrefour / beko
MyQM	AKBANK	AEGON	STELLANTIS
M+GRUPA	Dubai Islamic Bank	ACIBADEM SİGORTA	MIGROS / Türk Telekom
Konecta	KuveytTürk	Cigna Sağlık·Hayat·Emeklilik	VESTEL / zain
global bilgi	VakıfBank	PHP	TEKNOSA / hepsiburada
ClearSource	HALKBANK		sahibinden.com / BIM
	DenizBank		
	TEB / QNB Finansbank		

For More Details

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