

CONVERSATIONAL AUTOMATION SOLUTIONS FOR CALL CENTERS

TRANSFORMATION FROM COST CENTER TO REVENUE CENTER

Contact Center managers are well aware that they need to find ways to transform themselves from cost centers to revenue centers. But they need solutions that can make tangible improvements in their everyday operations starting on Day1.

Conversational Technologies can help them achieve the transformation by presenting customer management automation, seamless caller authentication and training modules build on insights from best-performing agents.

OUR SOLUTIONS



SESTEK AI Agents
answers 1 of 4
customer questions
without the need of
live agents

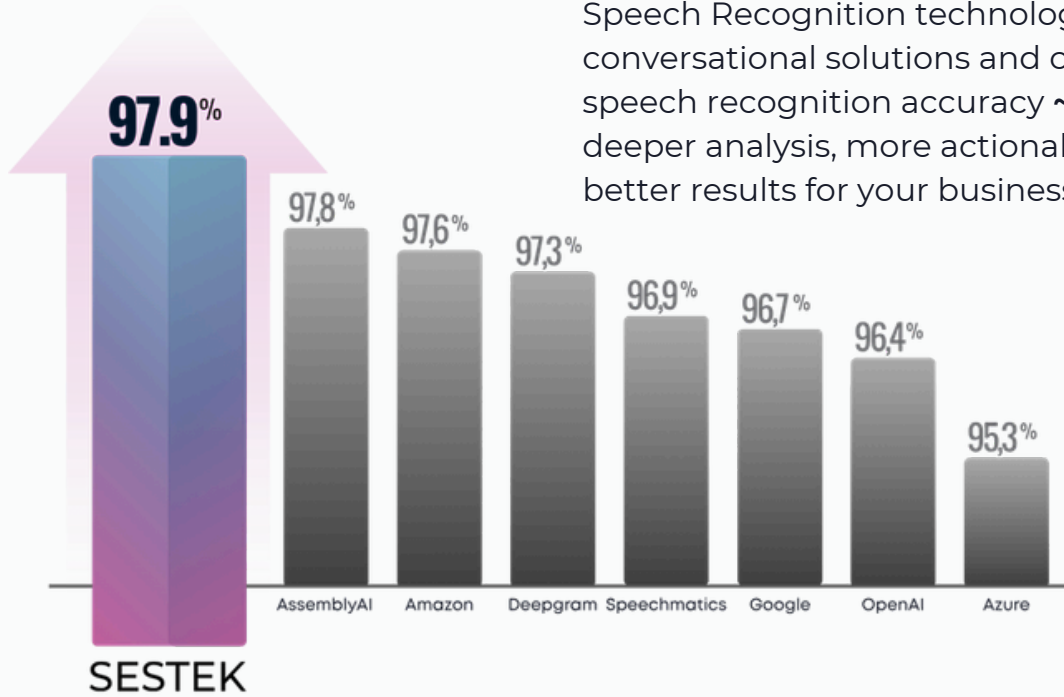


Track complaint patterns,
outage sentiment,
compliance, escalation
risk, and recovery
performance.



Real-time knowledge,
compliance prompts,
and empathy support
for claims

Speech Recognition Comparison



Speech Recognition technology is the core of conversational solutions and our market leading speech recognition accuracy **~98%** provides deeper analysis, more actionable insights and better results for your business.

Call Center Use Case

1

Agentic AI

With our 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, **Knovvu Virtual Agent** welcomes the customer on the website, mobile app or at the call center IVR, understands the intent and responds without the need for live agents.

Conversational Intelligence

2

In case the customer wants to connect to a live agent, **SESTEK Analytics** collect 100% of the interaction and in real time convert it into meaningful information. The solution provides critical insights for decision-makers to understand the performance of the call center operations and act fast for improvement.

3

Agent Copilot

Guiding agents in real time, **SESTEK Agent Copilot** surfaces compliance checklists and next-best actions within seconds, giving every regulated interaction the context it needs to be handled correctly.



sestek.com



sales@sestek.com



sestek.com/demos