SESTEK
Industry Brief

CONVERSATIONAL AUTOMATION SOLUTIONS FOR FINANCE

IT'S TIME TO REVISIT EFFICIENCY IN THE FINANCIAL INDUSTRY

On one side, customers are getting more and more demanding. On the other side, disruptive technologies are challenging the fundamentals of the game. Security issues are not getting any easier to deal with.

Today, the financial industry is feeling the pressure to re-check, re-evaluate and re-design every process in their customer service.

Conversational Technologies can help financial institutions to streamline flows in the security processes, improve the contact center experience and pinpoint root cause behind customer issues.

OUR SOLUTIONS

Agentic AI

Balance inquiries, resets, card services - 35–45% volume contained.

Conversational Intelligence

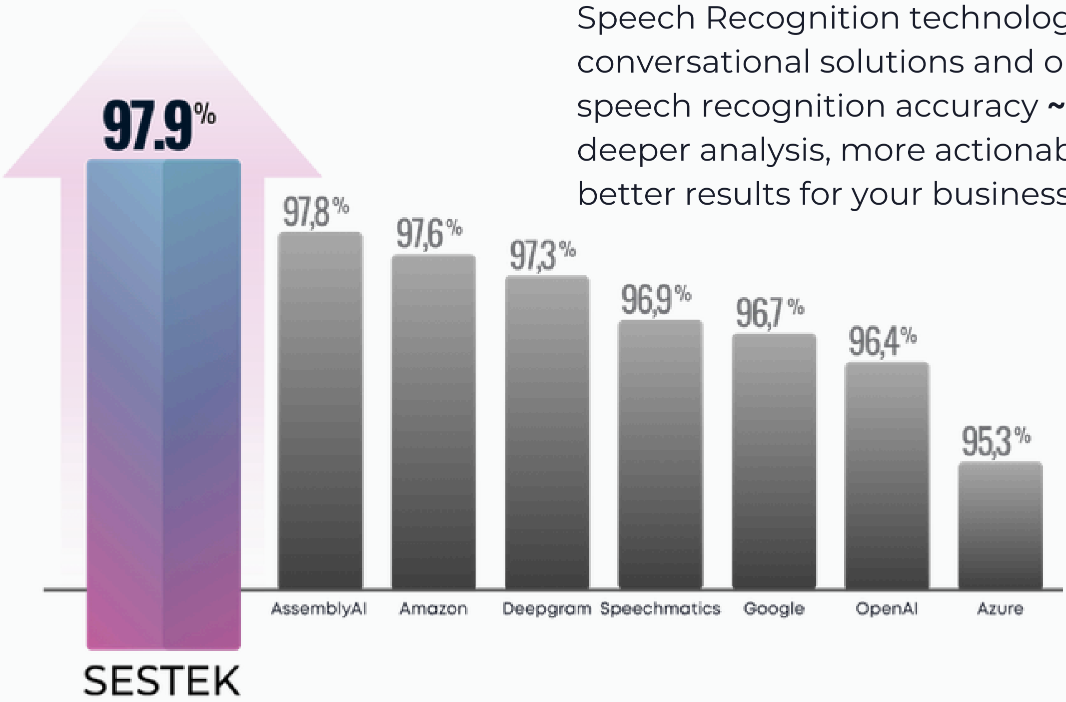
100% compliance monitoring vs. 1–3% sampling.

Agent Copilot

Fraud disputes, mortgage servicing, complex regulated interactions.

**From multiple customer testimonials*

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.

Banking Use Case

1

Agentic AI

With our 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, SESTEK Agentic AI 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.

2

Conversational Intelligence

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.