

CONVERSATIONAL AUTOMATION SOLUTIONS FOR THE TELECOM

BEYOND CONNECTIVITY

Today's customers expect more than just connectivity from telecom companies. Providing a personalized, automated, and digitized experience is becoming the norm in the industry. Automation stands out as the key pillar in the route to digitalization, improving customer experience and customer loyalty and helping reduce customer-care costs.

Conversational Technologies can help telecom companies to reach their digitization targets by automating customer-related processes such as self-service transactions, caller authorization, and call center quality management operations.

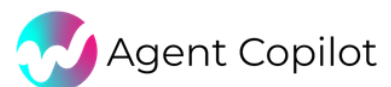
OUR SOLUTIONS



Billing inquiries - 45–73%
containment in
production.

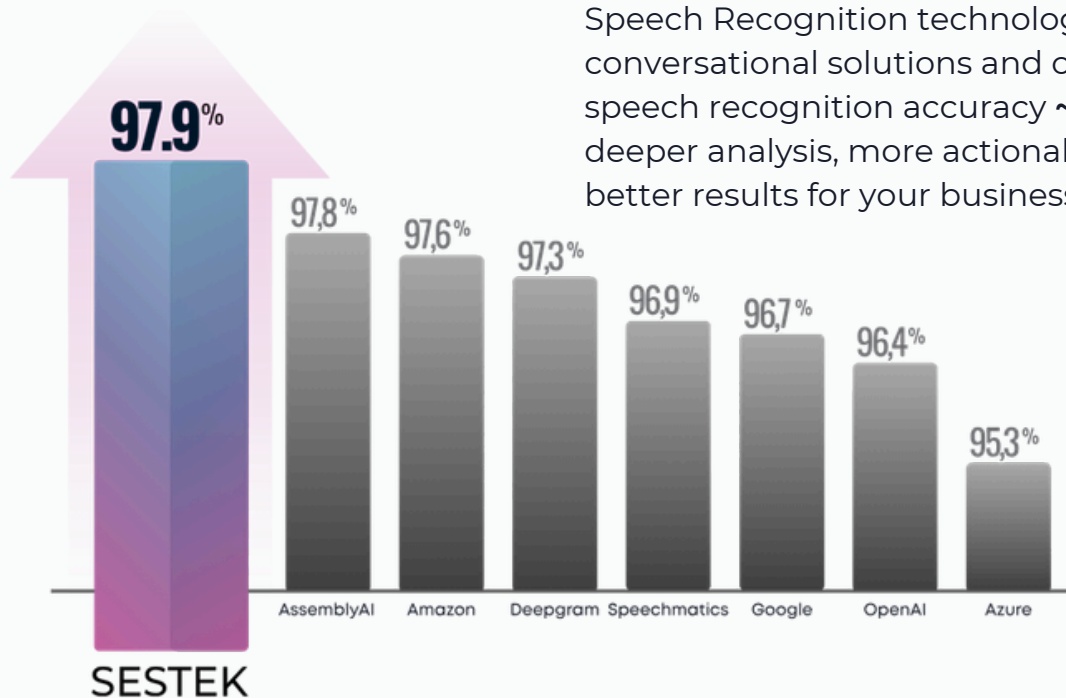


100% retention/
cancellation monitoring
vs. <1% coverage.



Technical
troubleshooting - 35%
AHT reduction.

Speech Recognition Comparison



Telecom 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 Automated Quality Management (AQM)

SESTEK AQM collects, monitors, and scores 100% of customer-agent conversations (calls, chats, and video) according to script adherence, acoustic indicators, and emotional features. The product supports supervisors in scoring and maximizing agent performance with tangible feedback objectively.

3 Agent Copilot

Guiding agents in real time, **SESTEK Agent Copilot** surfaces retention scripts and troubleshooting steps within seconds, giving every technical or churn-risk call the context it needs to be handled correctly.



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