SESTEK | COGNIGY — VIRTUAL AGENT BATTLECARD

STRENGTHS

- **In-house AI Expertise**
  Proprietary SR and TTS built by 100+ AI engineers with 20+ years of experience. No dependency on another vendor.

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

- **Effortless On-Prem Experience**
  SESTEK offers Professional and managed services for on-prem deployements when the customers don't want to manage, install and configure the underlying infrastructure.

- **Simplicity**
  Tasks like creating scenarios, designing forms and reporting can be executed 50% faster.

- **Domain Readiness**
  With pre-built and ready-to-go integrations, the solution requires less training time and is effective from Day 1.

CONNECTIVITY

FEATURES	SESTEK	COGNIGY
Channel & Integration	Omni Channel (Voice & Written)	Omni Channel (Voice & Written)
Supported Languages	In-house Developed Speech Recognition in 40 Monolingual and 15 Multilingual models. + Outsourcing SR	Outsourcing **3rd party** Speech Recognition services

FEATURE ANALYSIS

FEATURES	SESTEK	COGNIGY
Agentic AI	✔	✔
SaaS & Onprem	✔	✔
Language Detection	✔	✔
AWS Compliancy	✔	✔
Azure AKS Compliance	✔	✔
User Feedback Collection	✔	✔
Voice Verification	✔	✔
Live Agent Application	✔	✔
Webchat Widget	✔	✔
Inhouse Text-to-Speech	✔	✘
Professional and Managed Services For Kubernetes	✔	✘