

Speech Recognition

It's time for machines to understand your language

Sestek Speech Recognition makes human-machine interactions simple & intuitive. By bridging the gap between user and machine, Sestek Speech Recognition empowers machines to understand human speech.

Say "hello" to happier customers

Sestek Speech Recognition improves conversational interfaces by enabling high accuracy speech recognition. Our software allows your customers to quickly and easily solve their problems. Rather than sit through annoying phone menus, customers may simply make a voice command. They won't need to wait for a human agent to become available or guess where their problem falls in a series of menu options. This eliminates the biggest frustration for consumers: having to wait to access the information they need.

Increase automation with high-quality self-service

Because Sestek Speech Recognition allows machines to understand speech with high accuracy, your call center will benefit from higher self-service rates. Our software automates customer service procedures, allowing customers to solve a problem via voice. For example, callers may input their name, account number, reason they're calling and more all through natural speech—without the need for human intervention.

Cut down on work and costs

Because Sestek Speech Recognition enhances self-service, your call center agents won't be mired in simple, routine tasks that eat away at their time. Instead, they can turn their attention to more urgent tasks—which means less wait time for customers and more money saved by your organization. It's a win-win for everyone...



Speech Recognition Key Features

Accurate Human-Machine Interaction

There's no method of communication more natural than speech—it's how we talk to colleagues, friends and loved ones every day. With Sestek Speech Recognition, you empower your products, services and systems to recognize and respond to human speech. By making your services more intuitive, you improve overall customer experience.

Standards Support

Our software works with most standard operating systems, including: Windows, Linux, iOS and Android. It integrates into any IVR system via MRCP and REST API. Sestek Speech Recognition is unique among MRCP-based speech recognition engines by offering a dictation feature, which may be used by clients without prerequisites.

Practical Use

Our software offers simple tooling, allowing you to quickly deploy custom applications. Whether you want to build a project from scratch or start with one of our pre-built language models, managing applications is easier than ever with Sestek Speech Recognition.

Multi-Language Support

Sestek Speech Recognition aims to provide accurate, high-quality recognition of several languages. Our tool is available for: Turkish, English, Spanish, French, German, Dutch, Russian, Arabic and Urdu speakers.

Easy Implementation

Sestek Speech Recognition is easy to install and license for use. You are only required to prepare a recognition list, although changes may need to be made within your client systems (such as your IVR platform) for compatibility.

Flexible Structure

Sestek Speech Recognition bridges the gap in human-machine communication. The tool becomes much more useful, then, when paired with several other platforms. You may easily integrate Sestek Speech Recognition with IVR systems, ATMs, smart assistants, mobile applications and much more—the possibilities are endless. To make integration easier, Sestek Speech Recognition works on virtual machines and is available as a cloud service.

Continuous Improvements

Sestek has 18 years of experience building highly accurate speech solutions. But our work isn't over: we work continuously day in and day out to improve the quality of our speech recognition services, and our technology is always improving. This ensures higher accuracy and recognition rates over time, making our software a smart long-term investment for your organization.

OTHER CORE TECHNOLOGIES

- Text-to-Speech
- Natural Language Processing (NLP)

About Sestek

Sestek has been a global provider of speech-enabled smart technologies since 2000. The company draws its strength from its patented technologies, pioneering role in the collaboration between academia and industry, and growing clientele from various areas of business. The performance and stability of Sestek's technologies and its flexibility in tailoring solutions to customers' needs provide this fast-growing company with a unique advantage over its competitors. Sestek's state-of-the-art products include Speech Analytics, Voice Biometrics, Text-to-Speech, Natural Dialog, Virtual Assistant, and Chatbot.