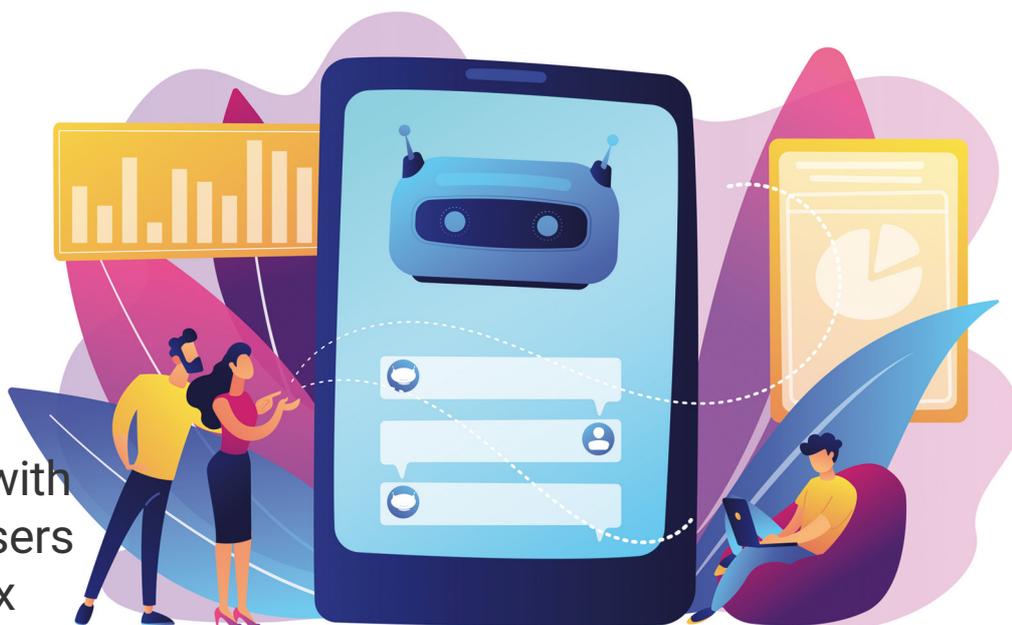# ⫴SESTEK

CONVERSATIONAL AI

Sestek Chatbot

A new way to engage with customers, allowing users to accomplish complex tasks via sequential dialog

Fast and reliable self-service

Having to wait for a response contributes to customer frustration. It may even turn customers away from a brand altogether. Sestek Chatbot is available 24/7 with zero wait time, ready to solve problems as soon as they arise. Customers immediately begin solving a problem without waiting for a representative. Sestek provides great service to all customers on any channel. They can even start the conversation on one channel, then continue it somewhere else.

An excellent human-like experience

Sestek Chatbot puts intuitive self-service at customers' fingertips. With natural language processing (NLP), customers solve problems with their own words—just like talking to a human. Unlike chatbots that function as FAQs, Sestek Chatbot lets users' complete complex tasks that need sequential dialog. This helps you provide stellar customer service while decreasing operational costs.

Decreased costs with automation

Sestek Chatbot automates the customer service routine. This reduces overall operational costs by an average of 10%. Because the solution is easy to use, Sestek Chatbot optimizes customer engagement. Our Conversational AI technology also increases self-service rates by 30%.

KEY FEATURES

Extensive Linguistic Experience: We're happy to share with our customers everything we've learned through our expertise in linguistics. Through our research, we developed a proprietary and highly accurate intent recognition algorithm. This technology easily teases out a user's needs in a conversation. Serving as the backbone of our Sestek Chatbot technology, it uses NLP to engage with customers just like a human.

Named Entity Recognition: Defining customer service fields like dates, card numbers and more is time-consuming and messy. Our Named Entity Recognition says goodbye to this process. Instead, it automatically tags dynamic fields. This way you don't need to waste time defining each individually. For example, simply define "@date" and the system will match any date that a customer enters.

Patented Seamless Agent Technology: Our patented Seamless Agent technology lets you combine human agents with Sestek Chatbot. When the system detects phrases with low-confidence values, it sends them to a human agent. The agent then, corrects or verifies the decision within seconds before sending it to the customer. This is ideal for providing improved customer experience shortly after launching a project.

Multiple Channel Support: Whether your customers choose to reach out via app, website or a handful of devices, Sestek Chatbot is designed to integrate with any digital platform. Sestek Chatbot will provide a consistent, stellar experience on any platform. This enables an omni-channel approach for brands and businesses. Customers can even switch between channels, allowing for greater accessibility.

Full Integration: Sestek Chatbot offers integration with other Sestek Conversational AI products, allowing for a more fully featured approach. It also integrates easily with client applications and alternative channels. This way, you can ensure a fast, enhanced self-service experience on any channel.

Flexible Structure: Sestek Chatbot runs on virtual machines. It integrates with both premise and cloud-based environments. This provides you with many possibilities for the tools you might build to address customers' needs. With an easy-to-use tree design, you can build menus with ease, then define the terms related to each option.

Additional Questions for Multiple Match: Sometimes a customer will say something that relates to more than one option. Rather than inundate the customer with choices, Sestek Chatbot will ask clarifying questions to understand customer intent. For example, if customers say they want to check their card, Sestek Chatbot might ask if they're asking about their card limit or card bonus.

Effective Dialog Design: Under the surface, Sestek Chatbot is like Interactive Voice Response (IVR) menus. Customers interact with these by selecting menu options via buttons. Unlike these systems, Sestek Chatbot lets customers interact via spoken terms or phrases. And our software is easy for developers to use, too. With Sestek Chatbot you can easily create an entire intent structure. This includes defining intents and terms to help guide customers.

Personalized Service: Good customer service means being attentive to users' needs. Sestek Chatbot lets you tailor your responses to different demographics. For example, you might respond in a casual fashion to a younger audience. Meanwhile, elderly customers might need a little more instruction to account for tech literacy. This approach lets you better meet your customers' expectations.

Comprehensive Reporting: Sestek Chatbot offers detailed, comprehensive reporting. This helps you monitor customer interactions, then act on them when necessary. With reports on all dialogs and matches, you can get a sense of common issues and concerns customers are running into. By detailing exact, multiple, and no-match distributions, reports tell whether your system is operating as it should.