



CONVERSATIONAL AI

Conversational IVR

Helps you boost customer engagement optimization while reducing operational costs at the same time



Say “Hello” to fast, convenient customer service

Sestek Conversational IVR lets customers speak to businesses in their own words. This allows for friendly automated customer self-service.

Ask and you shall receive—all in your own words

Many businesses turn to Interactive Voice Response (IVR) systems to accommodate customer demands. Unfortunately, these systems can be confusing and time-consuming for customers to deal with. Whether the user mishears an option or doesn't understand which is appropriate, a lot can go wrong during a call. Sestek Conversational IVR allows users to solve a problem in their own words. This intuitive self-service experience increases customer satisfaction while decreasing operational costs.

A consistent experience at all hours of the day

Most customer service efforts are compromised by being limited to office hours. This is inconvenient for customers. And once customers are able to get in touch, they may have to wait for ages before reaching a live agent. Sestek Conversational IVR cuts time and frustration with a simple customer experience across all channels. Customers can start a conversation on one channel, then switch to another with ease. No matter which channel your customers choose, Conversational IVR promises a consistent self-service experience.

Boost satisfaction while cutting costs

People are busy, and different situations call for different modes of communication. No matter what channel your customers prefer, Sestek Conversational IVR provides a consistent and smooth experience. Even customers juggling different channels will receive a smooth, uninterrupted service. Our recipe for success? Increasing efficiency while saving money. Sestek Conversational IVR is an automated solution that customers love. By increasing automation, your business reduces operational costs. And by increasing self-service rates by 30%, your customers will be happier. This translates to repeat business, more sales, and a better reputation.

Beat the competition by being available any time

Businesses struggle to provide customer support outside office hours. Responses can even have long wait times on social media. Sestek Conversational IVR is always available to help customers with round-the-clock service. And once customers make the call, they can immediately begin getting a solution with zero wait time. Customer service is the key differentiator among brands and businesses. Brands that better accommodate their customers' needs have an advantage over the competition. By providing a premium humanlike customer service experience that customers love, Sestek Conversational IVR helps clients come out on top.

Humanlike Conversation with Natural Dialog: The magic behind Sestek Conversational IVR is our Natural Language Processing (NLP) technology. Using NLP, our Sestek Conversational IVR understands customer needs just like a human would. With only one sentence, the software instantly connects them to their desired destination. That's a lot better than spending minutes stumbling through a complex IVR menu.

Intent Recognition: Customers don't want to repeat themselves, and thankfully they don't have to. Sestek Conversational IVR uses sophisticated intent recognition. This allows customers to state their needs in their own words, including complex queries. Our software understands the meaning behind customer queries with high accuracy. If a query is ambiguous, the technology will ask additional questions to understand. This results in a humanlike dialog between customers and the software.

Personalized Service: Good customer service requires tailoring your message to different demographics and needs. That's why our flexible service lets you to define different responses for different segments. For example, you might offer a more formal tone for business accounts than for younger customers. This helps customers better relate to and connect with your brand.

A Fully Integrated Omnichannel Experience: We know that different applications work for different businesses. Sestek Conversational IVR supports any client applications or channels you offer to customers. This includes integration with other Sestek Natural Dialog products. With so much flexibility, you can easily automate the customer experience with an omnichannel approach.

Named Entity Recognition: There's no need to waste time defining variables like dates, names, numbers, and more. Instead, let Sestek Conversational IVR do it for you. Our technology automatically tags dynamic fields from customer conversations. This way, you don't have to define each individually. For example, simply define "@date" for the system to match any date mentioned by the customer.

Practical Decision Tree: Sestek Conversational IVR is structured into a decision tree. This is like other IVR systems, which feature a main menu branching into sub-menus. Offering a user-friendly interface, you can easily design your conversation tree from start to finish. This includes defining terms within menus to steer customers in the right direction. The technology also allows you to set a prompt for when the user makes an error or fails to provide input.

Additional Questions for Multiple Match: Our technology isn't confused by vague queries. Consider if a customer says something that relates to multiple menu options. Sestek Conversational IVR will ask questions to understand the best option for them. This ensures high accuracy in reading customer intent every time. For example, consider what happens when a customer asks about their card. The system might ask whether they're asking about their card limit or card bonus. The customer then selects the option that best fits their need.

Flexible Structure: Sestek Conversational IVR feels right at home within the premise or cloud-based environments. Thanks to its flexibility, you can integrate it with any system you or your customers prefer. You may also build tools around the system to address customer needs as you see fit.

Patented Seamless Agent Technology: Sometimes people mess up—and sometimes technology does, too. While Sestek Conversational IVR is incredibly accurate, it may run into a low-confidence query. When this happens, the query is sent to a human agent. The agent then reads, corrects, or verifies the decision before sending it to the customer. Thus, our Seamless Agent Technology helps human agents deal with inaccurate speech recognition. This is ideal for providing improved customer experience shortly after launching a project.

Comprehensive Reporting: Don't worry about getting tangled up in detailed conversation trees. With a comprehensive reporting tool, Sestek Conversational IVR gives you a bird's-eye view of menu distribution and all recognitions or matchings. By assessing exact, multiple, or no-match distributions, you can keep track of whether customers use your system correctly. This, in turn, helps you revise menu design or find common problems the customer faces.

About Sestek: Sestek is a global technology company helping brands with conversational AI and Analytics solutions, to be data-driven, work efficiently and deliver better experiences for their customers. Sestek's AI-powered solutions depend on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.