SESTEK

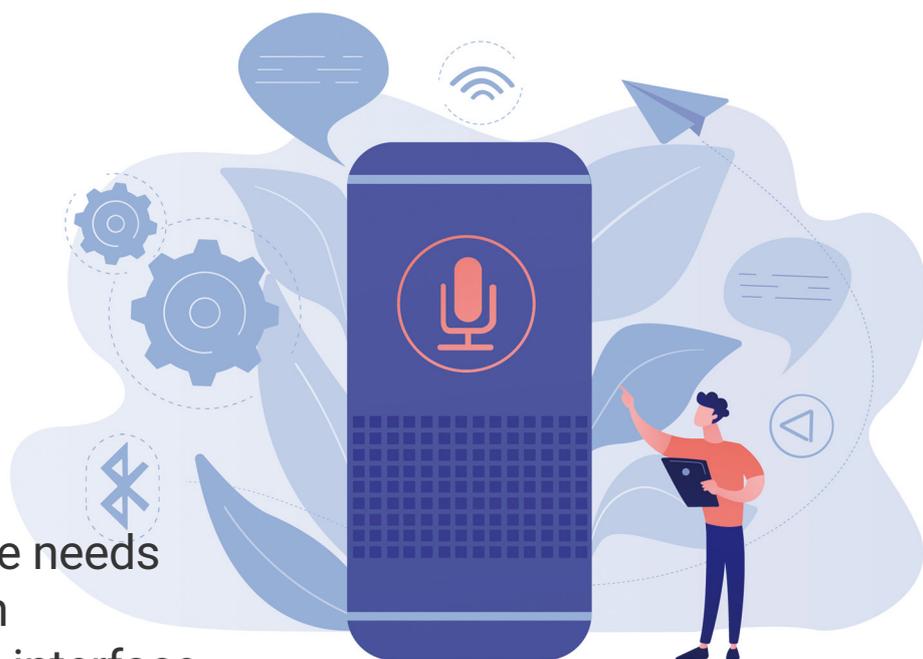**CONVERSATIONAL AI**

Virtual Assistant

Enables organizations to understand and answer the needs of their customers through an intelligent conversation interface

Always available and ready to help just like your BFF
Treat your customers to humanlike, automated service, all through an easy-to-use interface.

Enhance customer experience with fast and friendly service
Customers demand that problems be resolved quickly. Unfortunately, many businesses have trouble meeting this need. While many businesses offer self-service solutions, they're often confusing. For example, customers might get lost in a series of menus. But using Sestek Virtual Assistant is just like talking to a human. Rather than navigate confusing menus, customers can explain their problem in their own words. The assistant then responds to their queries with high accuracy. This provides a fast, simple service that customers love to use.

Enjoy higher efficiency and fewer costs
Premier customer service doesn't have to be expensive. Sestek Virtual Assistant provides speedy, personalized service to customers while increasing self-service rates. Unlike a live agent, Sestek Virtual Assistant can process several interactions at once. This eases live agents' workloads, eliminates wait times, and saves your business money each year. Our Sestek Conversational AI technology prompts a 30% increase in self-service rates. This way, you can successfully respond to customers without breaking the bank.

Attentive, 24/7 service
Sestek Virtual Assistant supports a multichannel approach. This means your customers can reach out on their preferred communication channels, whether it be a phone, app, website, or more. The assistant is available 24/7, allowing for immediate service at any time of day.

Humanlike Conversation with Intent Recognition: Our Conversational AI Solutions are powered by natural language processing (NLP) technology. Sestek Virtual Assistant is no different. Thanks to smart NLP, users can talk to Sestek Virtual Assistant just like they would to a live agent. Of course, this offers stellar service with zero wait times. If the system doesn't immediately understand a user or if the user's question matches multiple answers, it will ask questions to clarify. With the ability to understand and perform complex tasks, the assistant provides fast and intuitive service.

Personalized Service: Customers need to feel like they're being heard. Sestek Virtual Assistant achieves this with personalized responses based on the user and context of the conversation. Our technology allows you to tailor responses by customer segment. For example, a home assistant might take on a more casual tone than an assistant used within a business setting. Find the dialogs best suited for your customers and design your assistant accordingly.

Practical Scenario Design: Practical Scenario Design helps you manage the interface between the client application and the various modules that put the assistant to work. These include Speech Recognition, Text-to-Speech, Conversational Biometrics, NLP, and more. You can embed prompts that appear when the user makes an error or when no input is provided. Finally, the practical scenario design feature lets you embed a welcoming message.

Patented Seamless Agent Technology: We all make mistakes. That's why our Seamless Agent technology lets you combine human agents with the Virtual Assistant. Let's say the assistant encounters a sentence with low-confidence values. This query is sent immediately to a human agent. The agent corrects or verifies the decision before it's sent to the customer. This process lasts only seconds. Dealing with inaccurate speech recognition results doesn't negatively impact the customer experience. This is ideal for providing improved customer experience shortly after launching a project.

Full Integration: Sestek Virtual Assistant easily integrates into the applications and channels you already use. Whether pairing with other Sestek Conversational AI Solutions or something else, setup is frustration-free. This allows you to automate the customer experience for any channel or device. This way, you provide more engaging service on any channel.

Named Entity Recognition: Defining dynamic fields individually can be a pain. That's why Sestek Virtual Assistant will do the work for you. Our software automatically tags dynamic fields. These include numbers, dates, cities, names, and more. This way, you need only define a "@date" for the system to match dates mentioned by the customer. This works for whichever dynamic field you like.

Enhanced Security with Voice Biometrics: Sestek Virtual Assistant offers optional voice verification features. Users may authenticate with just their voice. This allows for safe and secure transactions without the need to leave the conversation. It also lets users protect their accounts and data without having to remember a password or PIN. Together, these benefits improve both customer satisfaction and security across all channels.

Flexible Structure: hether you prefer to run applications on-premise or in the cloud, Sestek Virtual Assistant works on either platform. Running on virtual machines, the assistant provides high flexibility. This way, you can build whatever tools necessary to meet customers' needs. Sestek Virtual Assistant will integrate easily.

Comprehensive Reporting: With detailed, comprehensive reporting, get a clear view of your assistant's dialogs and matchings. Our reports show exact, multiple, and no-match distributions. This helps you immediately understand whether your current design needs improvement. It also indicates moments of user error. From there, you can act to improve the system and customer experience.

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.