Gain actionable customer insights
Sestek Speech & Text Analytics automatically transcribes and analyzes all customer-to-agent communications, then sends detailed reports to those on your team who need them the most. Whether you want to dive deep into a specific conversation or cast a wide net on all customer communications, Sestek Speech & Text Analytics provides you with insights on what your customers need and care about the most—all automatically.

Optimize call centers to save time & money
With Sestek Speech & Text Analytics, you can easily evaluate agent performance per conversation or by assessing an agent’s entire conversation history. Boost agent morale by identifying and rewarding top performers or support underperforming agents by discovering oversights in your training process. Ensuring your agents are best prepared for what customers throw at them helps make their jobs easier—and faster—to complete.

Boost customer satisfaction
Sestek Speech & Text Analytics uses trend analysis and emotion detection to discover the things that frustrate or interest customers the most. These insights help you better anticipate, prepare for, and act upon customer needs, increasing satisfaction and loyalty.

KEY FEATURES

Speech-to-Text: Sestek Speech & Text Analytics relies on sophisticated Large Vocabulary Continuous Speech Recognition (LVCSR) technology. Typical speech-to-text software converts phrases into phonemes, matching them with a limited index of words. LVCSR goes several steps further by analyzing an entire conversation against a language model, converting it to text at much higher accuracy. This allows for faster full-text searches, making it easy to identify whatever terms or phrases you’re looking for.

High Transcription Accuracy: Sestek Speech & Text Analytics offers higher accuracy than the competition by transcribing agent and customer channels separately. Typical minimum transcription accuracy is 80-85% per channel, though some projects reach as high as 95%. Because Sestek Speech & Text Analytics transcribes all communications, this generates a large amount of automatically indexed and easily searchable conversation data for you.
Emotion Detection: Machines get a bad reputation when it comes to understanding human emotion, but our software is different. With emotion detection, Sestek Speech & Text Analytics automatically reads customers’ emotions throughout the conversation by examining variations in pitch or tone. By identifying things like interruptions, periods of silence, anger, and monotony, Sestek Speech & Text Analytics makes it easy to discover moments of customer dissatisfaction within a conversation.

Topic Identification: Our topic identification feature automatically evaluates the content of your calls, then classifies them based on specific categories. This makes organizing conversations much easier, as supervisors can immediately eliminate irrelevant or unimportant calls from query results. This helps them save time and focus on more urgent tasks.

Trend Analysis: By focusing on the most-used words and phrases over time, Sestek Speech & Text Analytics discovers trends in conversations. In addition to exposing your customers’ top concerns, this data helps track changes in customer perceptions and expectations over time. With a guided search feature, managers can easily find out what’s happening in their call centers.

FCR Analytics: No one wants repeat calls—they’re frustrating for users and waste time and money for businesses. First-Call Resolution (FCR) indicates the rate at which customer problems are resolved on their first call versus those that result in repeat calls. If the same customer calls again within a set time (or, optionally, if they discuss the same topic as a previous call), Sestek Speech & Text Analytics will identify it as a non-FCR call. This gives call center managers insights on customer satisfaction, the performance of individual agents, and the efficiency of the overall efficiency of the call center.

Advanced Quality Evaluation: Typically, call center quality assurance teams to evaluate agent performance on a random basis. Sestek Speech & Text Analytics evaluates all communications in a goal-oriented manner automatically, allowing quality assurance managers to track every agent’s performance over time. This includes metrics like script adherence, emotional parameters, and adherence to rules regarding hold or silence duration. We know that some qualities are subjective and better measured contextually—such as empathy and active listening—so Sestek offers both automatic and manual evaluation tools.

Online Module: In call centers, every second counts. With the Sestek Speech & Text Analytics online module, call center managers can act seamlessly on real-time analytics. For example, let’s say the software detects a problematic conversation requiring high-level participation. The module will alert the supervisor immediately, who can then intervene in the call. The online module also allows managers to coach agents online—from the very same place where they access call data. On the agent’s side, the online module automatically identifies specific conversational topics to help them finish the job more efficiently.

Statistical Comparison: The statistical comparison allows for root-cause analysis of recorded calls. Once you have set text and acoustic parameters for analyzing calls, statistical comparison lets you compare dates, agents, agent groups, queries, and voice channels to help you identify and respond to common problems.

Customized Language Model: Sestek Speech & Text Analytics uses a customized language model that combines acoustic modeling, text normalization (matching non-standard word forms to standard forms), and contextual/statistical modeling (calculating the weighed score of words in their context).

Automatic Multilingual Transcription: International brands have wide audiences from around the world and can't be limited by language barriers. Sestek Speech & Text Analytics therefore recognizes and transcribes many different languages—even if a customer switches between them in a single conversation. This way, call centers will never miss a beat no matter who they're talking to, especially when serving a multilingual audience.

Comprehensive Reporting: Sestek Speech & Text Analytics automatically generates comprehensive reporting on calling data on a daily, weekly, or monthly basis. The software emails these reports as XML files automatically to relevant departments. The reports include information on call counts by group topic, trending queries, word analysis, daily call volume, and more. Your team can customize details by date, agent group, call direction, or topic, helping you better organize and make use of the information you need most.

About Sestek: Sestek is a global technology company helping organizations with conversational solutions to be data-driven, increase efficiency 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.