



CORE TECHNOLOGIES

Speech Recognition

With Sestek SR, machines and applications can understand user commands in spoken language



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...

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, Russian, Arabic, Urdu, Flemish, Dutch, Azerbaijani, Ukrainian 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.

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.