

DIFFERENTIATIONS

- **High Performance**
Knowvu Analytics deliver faster response times and faster query results.
- **More in the Moment**
We support real-time triggers, real-time notifications to supervisors and real-time reporting.
- **One Product, Multiple Tenants**
Our solution supports multi-tenancy for different teams, business units and operations.
- **No Code Required**
Our users enjoy visual query design without any coding requirements.

END-TO-END SR CAPABILITIES

FEATURES	SESTEK	aws Contact Lens
Voice Activity Detection	✓	✓
Real-Time Transcription	✓	✓
Speaker Diarization	✓	✗
Multi-language SR	✓	✗
Punctuation	✓	✗

SUPPORTED CHANNELS AND LANGUAGES

FEATURES	SESTEK	aws Contact Lens
Supported Engagement Channels	Voice, Text/SMS/WhatsApp, Video, Meeting, E-mail	Voice and Text Only
Supported Languages	English, French, Spanish, German, Greek, Arabic, Azerbaijani, Turkish, Russian, Mandarin, Urdu, Dutch, Croatian, Czech, Italian, Ukrainian, Flemish, Indian, Kazakh, Pashto, Polish, Persian, Portuguese, Kurdish, Korean, Japanese, Latvian, Swahili, Swedish, Tagalog, Finnish, Danish, Norwegian, Welsh	English, Spanish, Arabic, French, German, Hindi, Italian, Japanese, Korean, Mandarin, Portuguese

INTERACTION ANALYSIS

FEATURES	SESTEK	aws Contact Lens
Ad-hoc Search	✓	✓
Categories	✓	✓
Sentiment Analysis	✓	✓
Emotion (Tension) Detection	✓	✓
Silence	✓	✓
Overlap	✓	✓
Talk Speed	✓	✓
Customer Share	✓	✓
Topic Classification	✓	✓
Text Clustering	✓	✓
Statistical Comparison	✓	✓
Non-First Call Resolution Identification	✓	✓
Language Identification	✓	✗
Multi-language Speech Recognition	✓	✗
Age Detection	✓	✗
Gender Detection	✓	✗
Silence Duration (Start & End Time)	✓	✗
Agent Monotonicity	✓	✗
Agent Speed	✓	✗
Interruption Count	✓	✗
Block Count & Ratio	✓	✗
Indexing	✓	✗