SESTEK | VERINT

KNOVVU ANALYTICS BATTLECARD

DIFFERENTIATIONS

- **Market-leading Accuracy**
  Our speech recognition accuracy rate of 97% in English provides deeper insights.

- **No Code Required**
  Our users enjoy visual query design without any coding requirements.

- **One Product, Multiple Tenants**
  Our solution supports multi-tenancy for different teams, business units and operations.

- **Deploy Anywhere**
  Containerized architecture enables us to run on cloud or on-prem deployments.

- **More in the Moment**
  We support real-time triggers, real-time notifications to supervisors and real-time reporting.

CONNECTIVITY

FEATURES	SESTEK	VERINT
Supported Engagement Channels	Voice, Text/SMS/WhatsApp, Video, Meeting, E-mail	Voice, Text/SMS/E-mail
Supported Languages	English, French, Spanish, German, Greek, Arabic, Azerbaijani, Turkish, Russian, Mandarin, Urdu, Dutch, Crotian, Czech, Italian, Ukrainian, Flemish, Indian, Kazakh, Pashto, Polish, Persian, Portuguese, Kurdish, Korean, Japanese, Latvian, Swahili, Swedish, Tagalog, Finnish, Danish, Norwegian, Welsh	Supported in over 60 languages and dialects worldwide.
Compliancy	ISO 27001, ISO 9001, and SOC II	PCI, GDPR, ISO, SOC II, and HIPAA
Available Integrations	Genesys Cloud CC, Alotech, Zoom Meeting, Zendesk	Salesforce, Zendesk, and Amazon Connect

INTERACTION ANALYSIS

FEATURES	SESTEK	VERINT
100% Automated Quality Management	✔	✔
Comparison Between Calls	✔	✔
Non-First Call Resolution Identification	✔	✔
Predefined Phrases in Category	✔	✔
Quality Assessment	✔	✔
Reporting	✔	✔
Real-Time Assist	✔	✔
Automatic Evaluation	✔	✔
Agent Evaluation	✔	✔
Trend Analysis	✔	✔
Sentiment Analysis	✔	✔
Silence Detection	✔	✔
Available as SaaS	✔	✔
Self Practice Module	✔	✘
Redaction	✔	✘
AI Topic Generation	✔	✘
Words Frequency Analysis	✔	✘
Coaching	✘	✔