

MARKET-LEADING SPEECH RECOGNITION RATE OF >97%



Unilever

“For this project, we decided to work with SESTEK, known as the best company in their line of work. Especially, their expertise in voice technologies attracted our attention.”

— Unilever

CHALLENGE

The first step of a successful conversational customer journey is accurate speech recognition. When the process fails at this first step, it fails to guide customer towards the solution fast and the experience is significantly affected. When different customer accents and dialects are involved, it becomes a more complex problem for businesses to solve.

SOLUTION

The technology enables systems and applications to understand user commands in spoken language, instead of buttons and keystrokes. This helps customers interact with systems to solve issues without the need of live agents. The success of speech recognition projects relies heavily on the accuracy rate, meaning accurately understanding what customers are saying.

BENEFITS



INCREASE EFFICIENCY

SR technology enables interactions between customers and systems, supporting customers using voice to reach answers and solve problems.



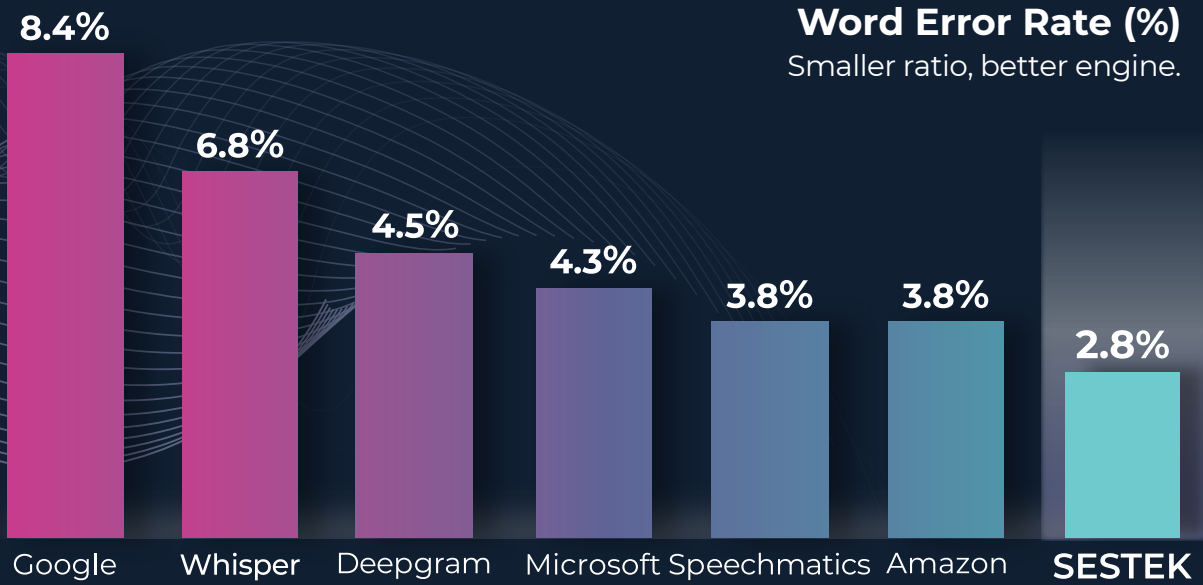
IMPROVE EXPERIENCE

Whether it's executing a banking transaction or navigating through a voice-enabled IVR, the experience is elevated because it is fast and effortless.



REDUCE COST

When customers can interact with systems seamlessly, process automation and self-service rates increase.



WER is a common metric for SR engines; it is the ratio of the total words of the error to the total number of words in the reference.

HOW AI IS INTEGRATED

● End-to-End Model

We train and use a single model for the speech recognition process. Using Deep Neural Network and Recurrent Neural Network methods, our SR engine can understand complex issues like sound waveforms, language structures, and features of speech.



● Real-Time Transcription

Real-time transcription instantly converts spoken words into written text as they are being spoken, providing live, on-the-fly text output.

● Profanity Filter

A profanity filter in speech recognition functions as a vigilant safeguard, diligently screening and prohibiting the use of offensive language.

● Summarization

Speech recognition summarization is like having a skilled editor for your spoken content. It condenses lengthy speech into concise, engaging summaries, making your message more impactful and memorable.