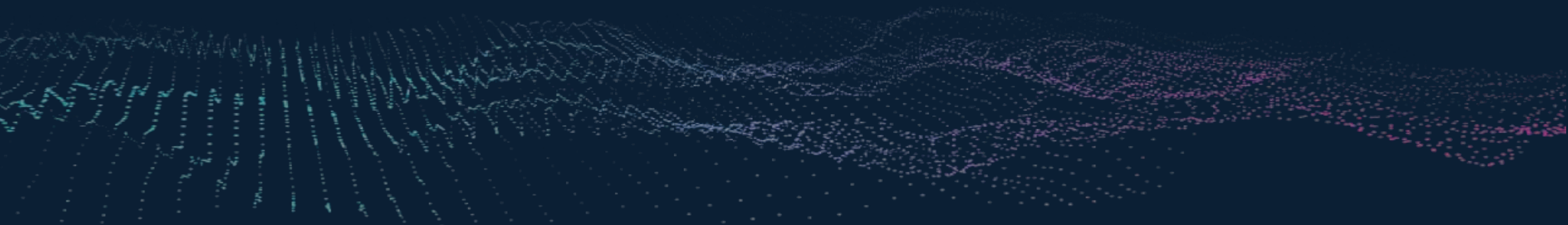


SESTEK

Time to Elevate Customer Experience **with AI**



SESTEK is a global solution vendor working on AI-powered products for **automation and digitalization** of customer experience.

Industries and Customers

Successfully deployed projects **for 550+ enterprises in 20 countries**

Partners



BFSI



BPOs



Telecom



Retail



Products and Tech

Market leader with Speech Recognition accuracy of **>97% in English**

Channels



Products



Conversational AI



Contact Center Optimizers

Core Tech

Artificial Intelligence

Natural Language Processing

Voice Biometrics

Speech Recognition

Text-To-Speech

SESTEK

Our vision is to help improve the human experience while leading the global AI-powered conversational automation initiative.

Spending **40% of revenue** in R&D

Working on Conversational Tech **since 2000**

BOSTON

LONDON

ISTANBUL

ANKARA

DUBAI

100% Project Delivery Success

100% In-house developed technologies

Recognized by leading consultancy firms

%60 of employees are R&D engineers

Key Challenges for Customer Experience

Customers



Automation

I want fast service 24/7

Do I have to answer security questions every time ?

Performance

I want to talk to your supervisor!

I am not happy with the speed and the level of service.

Companies



We need to increase accessibility and service quality without increasing costs

We should be able to recognize our customers faster and easier

We need insights to improve the experience for our customers

We need to invest in technology to augment our agents

Self Service Enablers

Virtual Agent

Virtual Agents can answer 1 of 4 customer questions without the need of live agents

Voice Biometrics

Biometrics tech can shorten calls requiring authentication up to 30 seconds

Performance Optimizers

Interaction Analytics

Voice and text analytics help improve CX by 25%

Agent Assist

Agents assisted with AI technologies increase contact center efficiency by 30%

SESTEK



SESTEK

Solution Suites

FOR INCREASING AUTOMATION

Conversational IVR

Personalized IVR experience with voice

Banking Bot

Automate banking transactions

Collection Bot

Support your collection efforts with AI

WhatsApp Customer Serv.

Virtual agents for your WhatsApp

Customer Authentication

Authenticate customers at hello

E-commerce Help Desk

Virtual agents for your customer service

FOR INCREASING PERFORMANCE

Interaction Analytics

Improve performance with every customer interaction; voice or text

Quality Management

Streamline and automate your QM

Agent Copilot

Assist your agents with the full benefit of AI

Agent Verification

Verify and trust your working-from-home agents

WFM

Power up your contact center with technology

Virtual Translator

Multilingual Customer Service

SESTEK

Product Groups

CONVERSATIONAL AI

Knowvu Virtual Agent

Super agent at every customer channel

Knowvu Biometrics

Know your customers in seconds

Knowvu Text-to-Speech

Elevate your brand with voice

Knowvu Speech Recognition

Market-leading accuracy rate of >97%

CONTACT CENTER OPTIMIZATION

Knowvu Analytics

Understand your customers better

Knowvu AQM

Streamline your Quality Management process

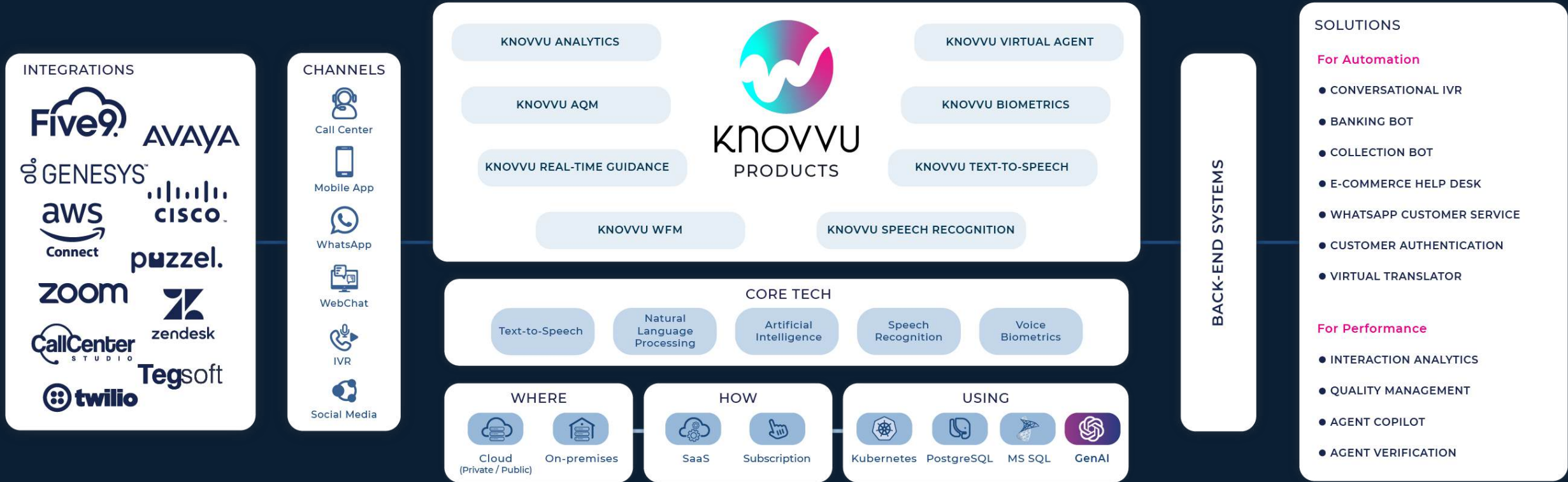
Knowvu Real-time Guidance

Assist your agents in real time

Knowvu WFM

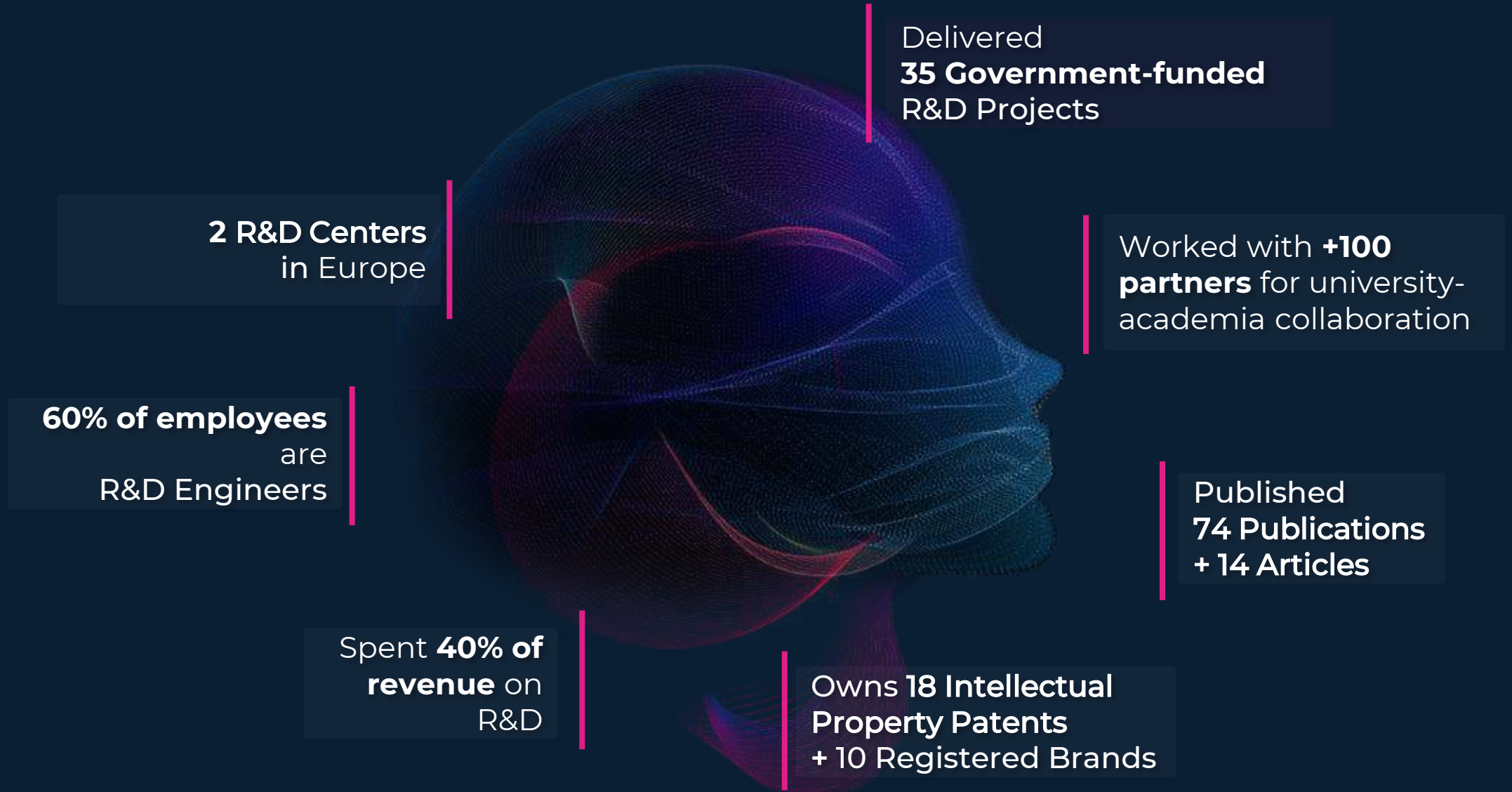
Optimize your workforce with the power of AI

One-Stop Shop for Complete Conversational Tech Suite



100% Home-Grown and Scalable Platform

● We are leading the AI movement with Research & Development





We are AI-native Company

We are the AI experts; deployed our **1st conversational bot in 2015**



We are proud of our 100% Project Delivery Rate

Successfully-implemented 800+ projects globally prove **our agile and flexible architecture**



Vast Experience in Customer Service Vertical

We trained our products with millions of minutes of **real call center customer-agent recordings**



100% in-house Developed and Interconnected Tech

Constant data flow for higher performance between our Conversational AI and Analytics platforms



We Can Deploy Anywhere

Same high-quality product deployed **on-prem or public/private cloud**



50%
Decrease
Live Agent
Workload



58%
Increase in
Customer
Payment
Promises



3000Hrs
Agent Time
Saved
Every Month

Customer

As a part of ING Group, ING Turkey, one of the leading banks, operating with more than 3000 employees and 150+ branches in Turkey.

Challenge

ING Turkey was looking for a solution to minimize repetitive tasks performed by agents, allowing them to focus on complex customer issues. They aimed to enhance efficiency in collection calls by reaching customers earlier in the process.

Solution

Conversational IVR engages with customers in natural dialogues to set payment dates, reducing the need for live agents. This improves efficiency and enhances both customer and agent experiences.





100%

of All Customer-Agent Interactions Monitored



7%

Increase in Call Quality Score of Agents



86%

Decrease in Agent Interruption Rates

Customer

Concentrix is one of the largest business process outsourcing (BPO) companies in the world.

Challenge

Concentrix was searching for a solution to monitor and evaluate 100% of calls to gain insights on how to increase call quality and agent performance.

Solution

Using Speech Analytics, they gained objective and actionable insights to train agents for better customer experiences.





7%

Improvement in Customer Service Quality Scores



29%

Faster Resolution in Calls Marked Urgent



100%

Improvement in Agent Sllince Rates



Customer

Teknosa, serves as the leading vendor for the electronics retail sector. As Türkiye's largest retail chain and its high-traffic website, Teknosa attracts over 200 million customers annually.



Challenge

Teknosa's call center managed thousands of calls daily, yet quality teams could assess only 5%, risking undetected customer issues.



Solution

Using SESTEK's solutions, Teknosa analyzed 100% of calls and accessed actionable insights for improving performance. As a result, customer satisfaction increased, and call center performance was maximized.

Select Customers

PARTNER/BPOs



BANKING



INSURANCE



TELECOM/RETAIL



For More Details

SESTEK

sestek.com

sestek.com/demos

[in /sestek](https://www.linkedin.com/company/sestek)

