

STRENGTHS

- AI Emotion Detection**
 Knowvu AI detects customer sentiment in real time without the need for any query entry.
- Indexing Efficiency**
 Thanks to the Knowvu Indexing feature, tasks such as category runs, automatic evaluations, and export of category results are quickly completed in less than a minute.
- In-house Developed Speech Recognition**
 Proud of our market-leading Speech Recognition Accuracy Rate of **97%**.
- Customization**
 We present more flexibility for our customers when compared to other vendors.

CONNECTIVITY

FEATURES

SESTEK

CALABRIO™

Supported Engagement Channels	Audio, Text/SMS/WhatsApp, Video, Meeting, E-mail	Audio, Chat, Text/SMS, E-mail
Compliance	ISO 27001, ISO 9001, SOC II, HIPAA	ISO 27001, SOC II, FISMA, FedRAMP, SAS70, PCI DSS Level 1
Available Integrations	Genesys Cloud, Avaya, Webhelp, Alotech, Microsoft, Tableau, Puzzel, Five9, Zendesk, Zoom Meeting, FGS	Salesforce, Genesys Cloud, Amazon Connect, Avaya, Five9, Cisco, Twilio, 8x8, Ujet, Zoom, Telia, Mitel, Galdy

INTERACTION ANALYSIS

FEATURES

SESTEK

CALABRIO™

Real-Time Guidance	✓	✓
Customized Dashboards	✓	✓
Reporting	✓	✓
Non-First Call Resolution Identification	✓	✓
Sentiment Analytics	✓	✓
Agent Evaluation	✓	✓
Trend Analysis	✓	✓
100% Automated Quality Management	✓	✗*
AI Topic Creation	✓	✗
Automatic Evaluation	✓	✗
Self Practise Module	✓	✗

* Calabrio's Quality Management feature operates solely on a manual basis.