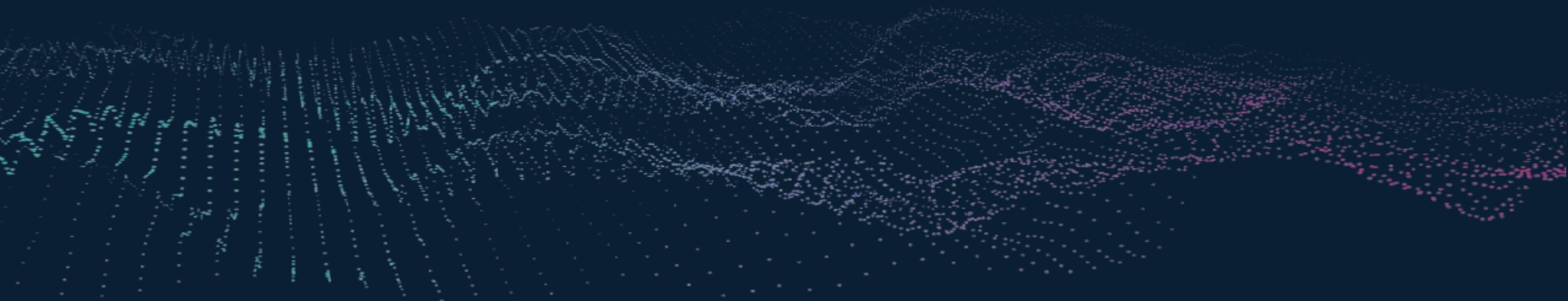


# SESTEK

Elevate Customer Service with AI



SESTEK

# Conversational Solutions for Global Brands

Market-leading Speech  
Recognition Accuracy  
Rate **97%**

20+ Years  
in Conversational  
Tech

100% In-house  
developed  
products

500 customers in  
20 countries

>100 R&D  
Engineers

Recognized by leading  
consultancy firms

Gartner DMG opusresearch  
CONSULTING LLC

We are a conversational solutions company,  
and we develop products for call centers under our brand name  
**KNOVVU**

AI FOR SELF-SERVICE

### **Knowvu Virtual Agent**

Super Agent at every customer channel

### **Knowvu Text-to-Speech**

Elevate your brand with voice

### **Knowvu Speech Recognition**

Market-leading accuracy of 97%

AUTHENTICATION AND  
FRAUD

### **Knowvu Biometrics**

Know your customers, know your  
agents at their first hello

CALL CENTER ANALYTICS

### **Knowvu Analytics**

Understand your customers better

### **Knowvu AQM**

Streamline your QM process

### **Knowvu Real-time Guidance**

Assist your team in real time

# Knowvu Platform Snapshot



# When We Say Customer Service Automation...



Customer Service Channels



Knowvu Virtual Agent answers 1 of 4 customer questions without the need of live agents\*

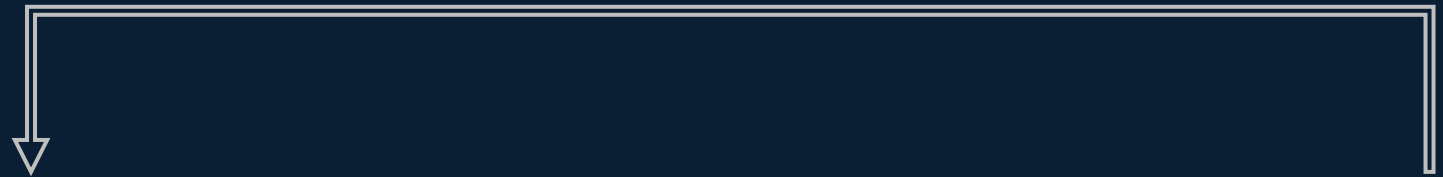


Knowvu Biometrics shorten calls requiring authentication by 20-30 seconds\*



Knowvu Analytics help improve customer satisfaction by 25%\*

Conversational data feed for improvement



\* Actual Customer Testimonials



More A.I. Involvement



Fast Response Time



Real-time Performance

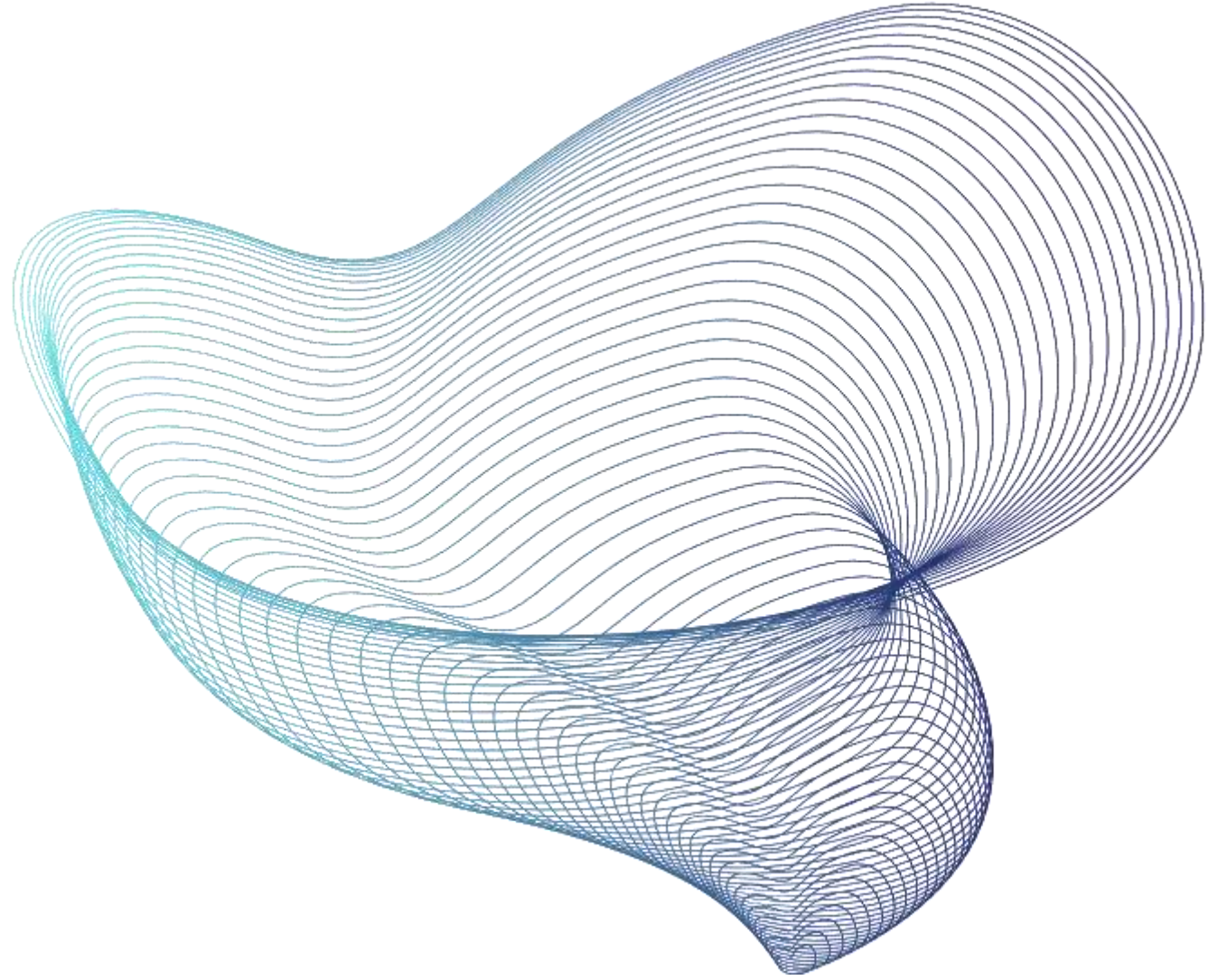


Simplicity for No-code Users



Cloud-native Architecture

Knowvu  
is  
Rearchitected  
for  
Efficiency



## 1 Higher Performance

Tasks like creating scenarios, designing forms and reporting can now be executed 50% faster.

## 2 Accuracy

We are proud of our market leading AI-based intent recognition accuracy rate

## 3 All in one

SR, TTS, NLU, orchestrator and design studio.  
All in a single solution. No need for 3<sup>rd</sup> party involvement.

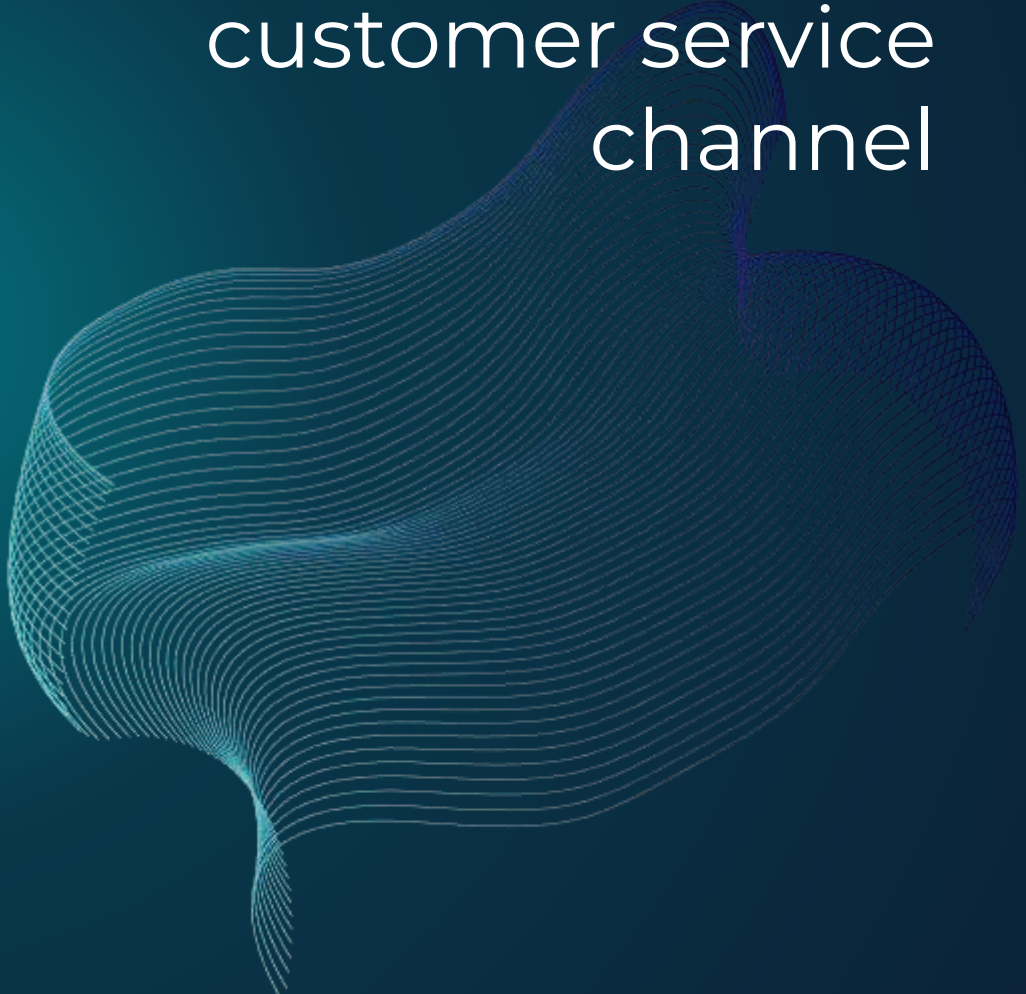
## 4 No code required

Drag & drop design for no-code users

## 5 Domain Readiness

Pre-built and ready-to-go integrations

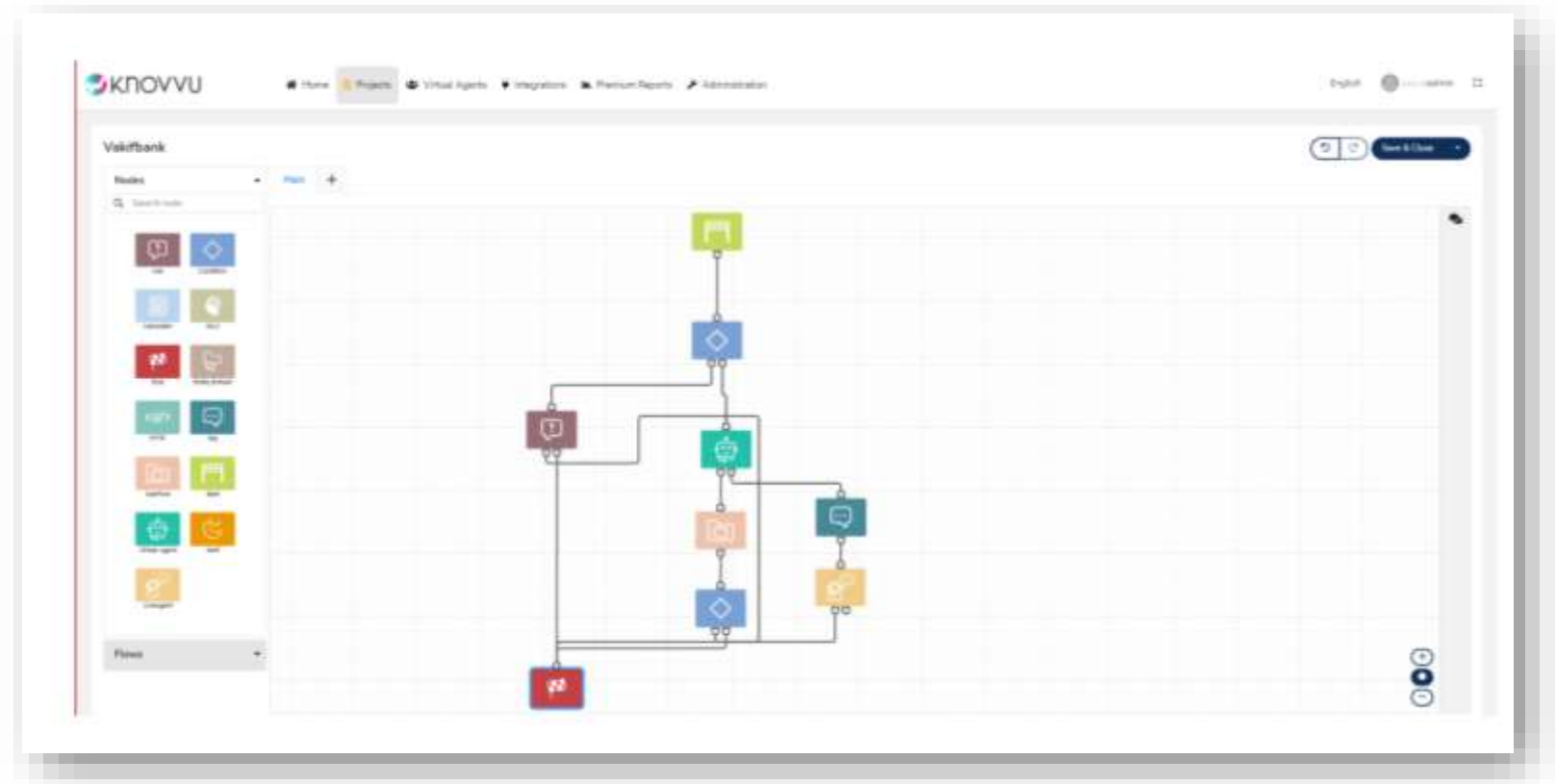
Super agent  
at every  
customer service  
channel

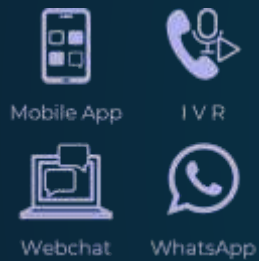




## Engaging Design Studio

Smart conversations and complex business flows can easily be designed with gamification mindset. No IT support required.





**>93%**  
Menu Navigation Accuracy Rate on 200+ Menu options

**22%**  
NPS Improvement on WhatsApp Bot

**1000 Hrs**  
Full-Time equivalent agent time saved monthly

## Customer

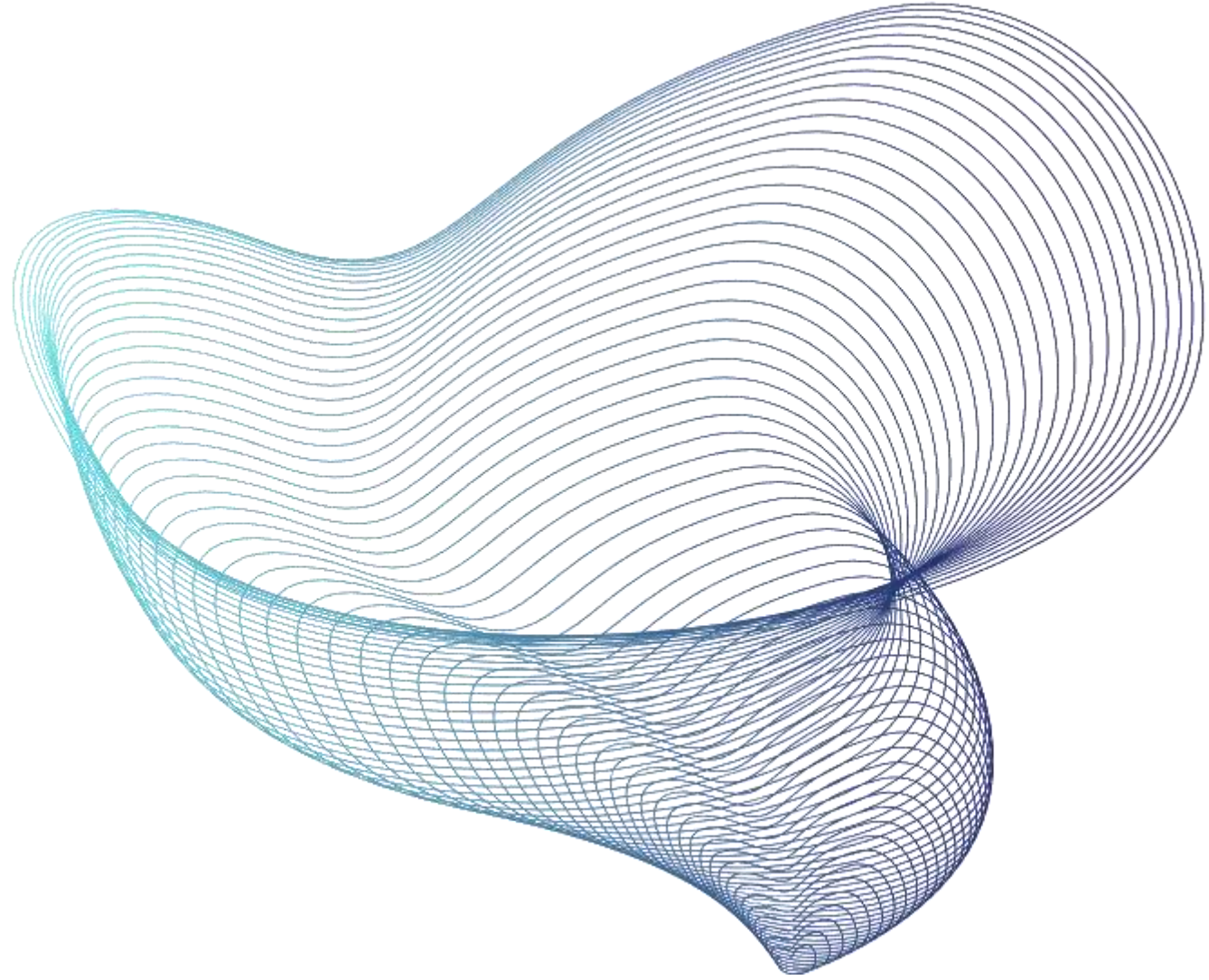
IGA is the world's largest airport with a 90 million passenger capacity, and the region's most important global transfer hub with its strong infrastructure, and superior technology.

## Challenge

Trying to offer the same high-level experience in every channel, IGA aimed to automate customer processes and reduce the workload of agents on simple tasks.

## Solution

Using Knowvu Virtual Agent helped IGA to answer customer needs by directing them to the menus of digital channels without the need for live agents 24/7.



## 1 Higher Performance

95% faster speaker identification in large datasets

## 2 Accuracy

98% accuracy in both speaker identification and verification

## 3 Faster Processing

Authentication duration reduced to 3-5 seconds

## 4 Reliability

Improved synthetic voice detection

## 5 More Noise. No Problem

State of the art noise and background speech elimination

Higher Accuracy.  
Higher Security.  
Faster Authentication.





**Customer**

## Single Solution. Multichannel.

Knowvu Biometrics can authorize customers while they are engaging with the IVR or while talking to an agent



100+ parameters monitored for secure identification



**IVR**



**Agent**



## 19 Seconds

Decrease in  
Call Durations



## Improvement

in Agent and Customer  
Experience

### Customer

ING, one of the largest financial institutions globally, was targeting to increase efficiency at its call center with more than 200 agents in Turkey.

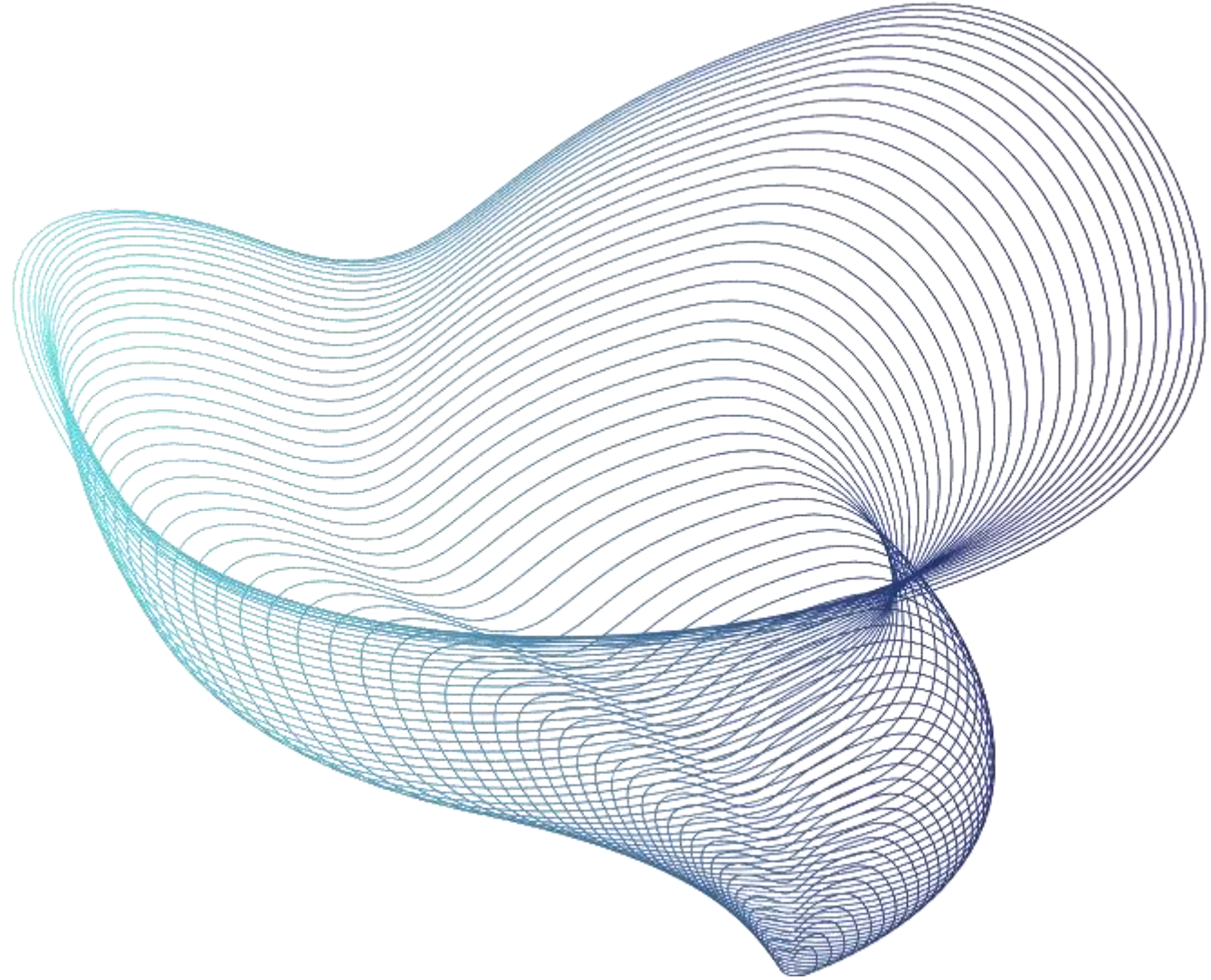
### Challenge

ING aimed to simplify the authorization process for its customers calling the contact center for financial transactions.

### Solution

Using Knowvu Biometrics, ING automated the customer authentication process and improved agent and customer experience simultaneously .





Monitor 100% of  
Conversations.  
Solve Problems in  
Real Time.



## 1 High Performance

We deliver faster response times and faster query results

## 2 More in the moment

Real-time triggers, real-time notifications to supervisors and real-time reporting

## 3 One Product, Multiple Users

Supports multi-tenancy for different teams, business units and operations

## 4 No code required

No-code users can easily design queries with our new product



## Real-time Alerts

Prohibited words, urgent customer inquiries, or regulatory issues can easily be identified to notify supervisors instantly.

The screenshot shows the KNOVVU Analytics interface for configuring a new scenario. The main window is titled 'Scenarios' and includes a search bar and an 'Add new' button. A modal window titled 'New scenario' is open, showing a progress indicator with three steps: 'General', 'Add trigger', and 'Actions'. The 'Add trigger' step is currently active. Below the progress indicator, there is a section titled 'Trigger Keywords' containing several keyword tags: 'in hospital', 'illness', 'sickness', 'fired', 'financial difficulty', 'difficulty to pay', 'in debt', 'lost family member', 'deceased', and 'lost job'. At the bottom of the modal, there are 'Cancel' and 'Next >' buttons, and a 'Feedback' link.



ING Turkey | Conversational Analytics

**↑** **9%**  
Increase in  
Sales  
Conversations

**↑** **25%**  
Increase in  
Profit  
Per Agent

**↓** **20%**  
Decrease in  
Complaint  
Calls

●  
**Customer**

ING is one of the leading banks, operates with more than 3000 employees and 150+ branches in Turkey.

●  
**Challenge**

ING Turkey was searching for a solution to evaluate 100% of all interactions and effectively analyze them for actionable results.

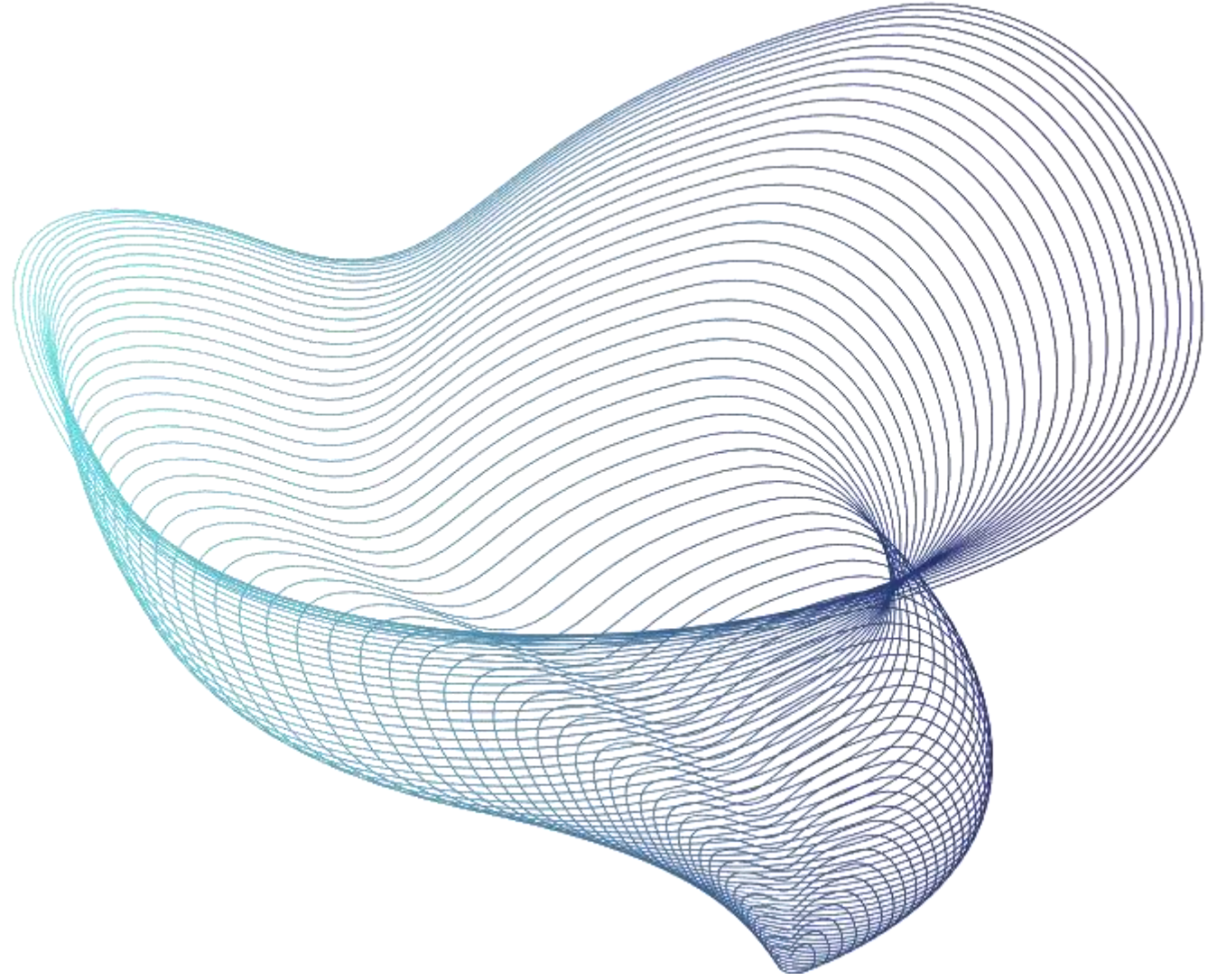
●  
**Solution**

Using Agent Performance Analytics, ING effectively trained agents, improved their performances and increased the sales revenue significantly.



**Knovvu**

Virtual Translator



## The Solution

**Virtual Translator** automatically identifies the language spoken by callers, converts speech to text, translates it to the desired language, and generates text-to-speech responses for agents and callers.

Virtual Translator supports more than 20 languages for speech recognition, making it a versatile tool for multilingual call centers around the world.

Hello, my wallet has been stolen!  
It had all my credit cards and  
passport in it! Can you help me?



أنا آسف لسماع ذلك. هل يمكنك  
تقديم اسمك الكامل ومعلومات الاتصال؟



## The Challenge

- Customers best express themselves and their issues in their own languages
- Globalization and language differences result in communication challenges.
- Language barriers cause delays, misunderstandings, and operational costs at contact centers



## The Answer

- **SESTEK's Virtual Translator** detects and translates spoken languages in real-time.
- Utilizes advanced Speech Recognition technology to analyze and convert speech to text.
- Offers seamless voice communication by enabling text-to-speech.



## Increase Efficiency

Regardless of the caller and agent's native languages, Virtual Translator ensures smooth communication by translating spoken language into text and back into speech.



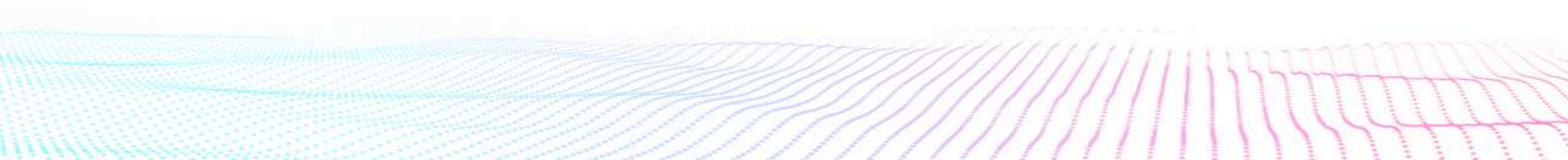
## Reduce Response Time

With instant language detection and translation, delays caused by language barriers are minimized, allowing for quicker response times in urgent situations.



## Support Your Agents

Call center agents no longer require proficiency in multiple languages. They can assist callers in their preferred language, offering a consistent service experience.



-||| - Use Case | Arabic-English Conversation



Link: <https://youtu.be/USeuscpQFH8?si=fo-WVvWvKDA-Bbha>

# Virtual Translator Topography





Select Customers 

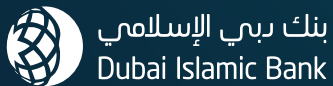


hepsiburada

vodafone



VakıfBank



Cigna®



concentrix™

# For More Details

**SESTEK**

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