

STRENGTHS

- Real-time Guidance**
 The solution helps agents and supervisors in real time, improving EX and CX simultaneously.
- Topic Generation and Pre-Built Categories**
 Our solution features AI-powered topic generation and pre-built categories with our 20+ years of expertise, unlike their Cloud offering, which provides these features only on Premise.
- In-house Developed Speech Recognition**
 Proud of our market-leading speech recognition rate of 97% in English language.
- Customization**
 We present more flexibility for our customers when compared to other vendors.
- Professional Services**
 Our professional services team ensures maximum utilization of the product with training and support

CONNECTIVITY

FEATURES	SESTEK	GENESYS™
Supported Languages	In-house Developed Speech Recognition in 27 Languages + Outsourcing SR	Outsourcing Speech Recognition
Available Integrations	Genesys Cloud CC, Alotech, Zoom Meeting, Zendesk	Salesforce, Genesys Cloud

INTERACTION ANALYSIS

FEATURES	SESTEK	GENESYS™
100% Automated Quality Management	✓	✓
Non-First Call Resolution Identification	✓	✓
Real-Time Assist	✓	✓
Self Practice Module	✓	✓
AI Topic Generation	✓	✓
AI Sentiment Analysis	✓	✓
Agent Evaluation	✓	✓
Available as SaaS	✓	✓
Entity Detection	✓	✓
Coaching	✓	✓
Summarization	✓	✗*

*This feature is not available in Genesys Cloud offering. It is only available on Premise.