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

Five9 · AVAYA · GENESYS · Microsoft · aws Connect

BFSI

ING · AXA SİGORTA · Cigna Sağlık-Hayat-Emeklilik · بنك دبي الإسلامي Dubai Islamic Bank · Garanti BBVA · Allianz · BNP PARIBAS

BPOs

concentrix · TURKCELL global bilgi · TUR | ASSIST · Teleperformance · Mplus+ · ClearSource

Telecom

vodafone · TURKCELL · proximus · zain · stc

Retail

getir · beko · hepsiburada · Carrefour

Products and Tech

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

Channels

Call Center · WhatsApp · Mobile App · Webchat · I V R · Social Media

Products

Virtual Agents for Self Service

Analytics for Customer Service Optimization

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**

100% Project Delivery Success

100% In-house developed technologies

Recognized by leading consultancy firms

%60 of employees are R&D engineers

BOSTON

LONDON

ISTANBUL

ANKARA

DUBAI

Gartner DMG CONSULTING LLC opusresearch

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

SESTEK

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
Product Groups

KNOVVU
Virtual Agent

KNOVVU
Analytics

Solution Suites

FOR AUTOMATION

FOR PERFORMANCE

Conversational IVR
Personalized IVR experience with voice

WhatsApp Customer Serv.
Virtual agents for your WhatsApp

Interaction Analytics
Improve performance with every customer interaction; voice or text

Agent Verification
Verify and trust your working-from-home agents

Banking Bot
Automate banking transactions

Virtual Translator
Multilingual Customer Service

Quality Management
Streamline and automate your QM

WFM
Power up your contact center with technology

Collection Bot
Support your collection efforts with AI

Customer Authentication
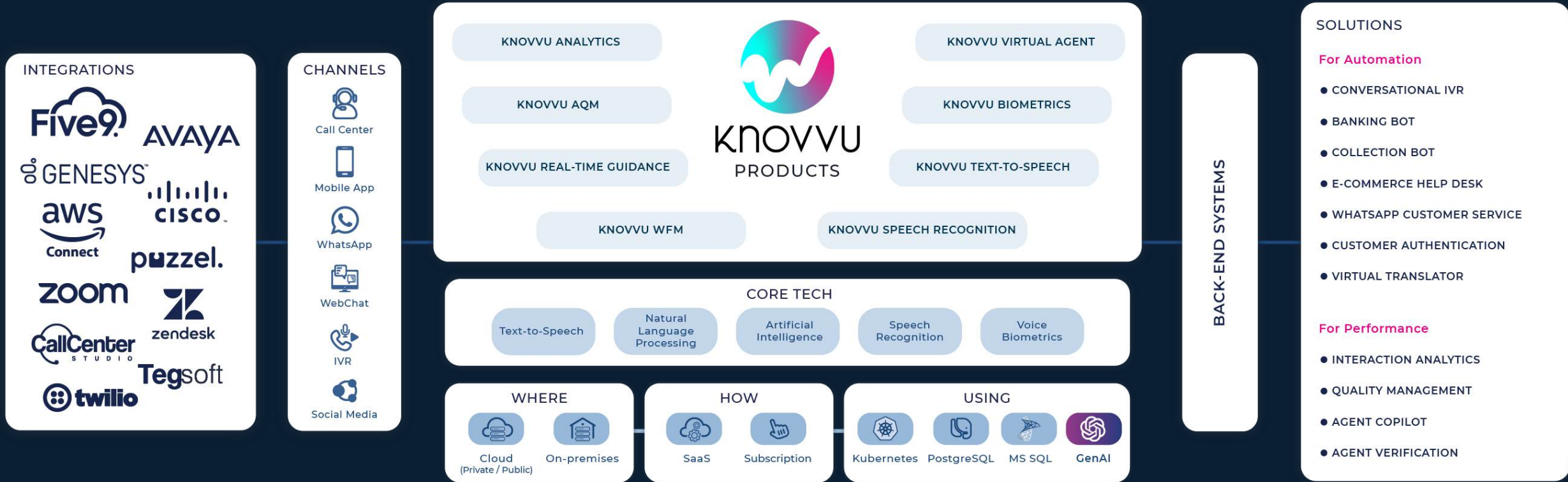Authenticate customers at hello

Agent Copilot
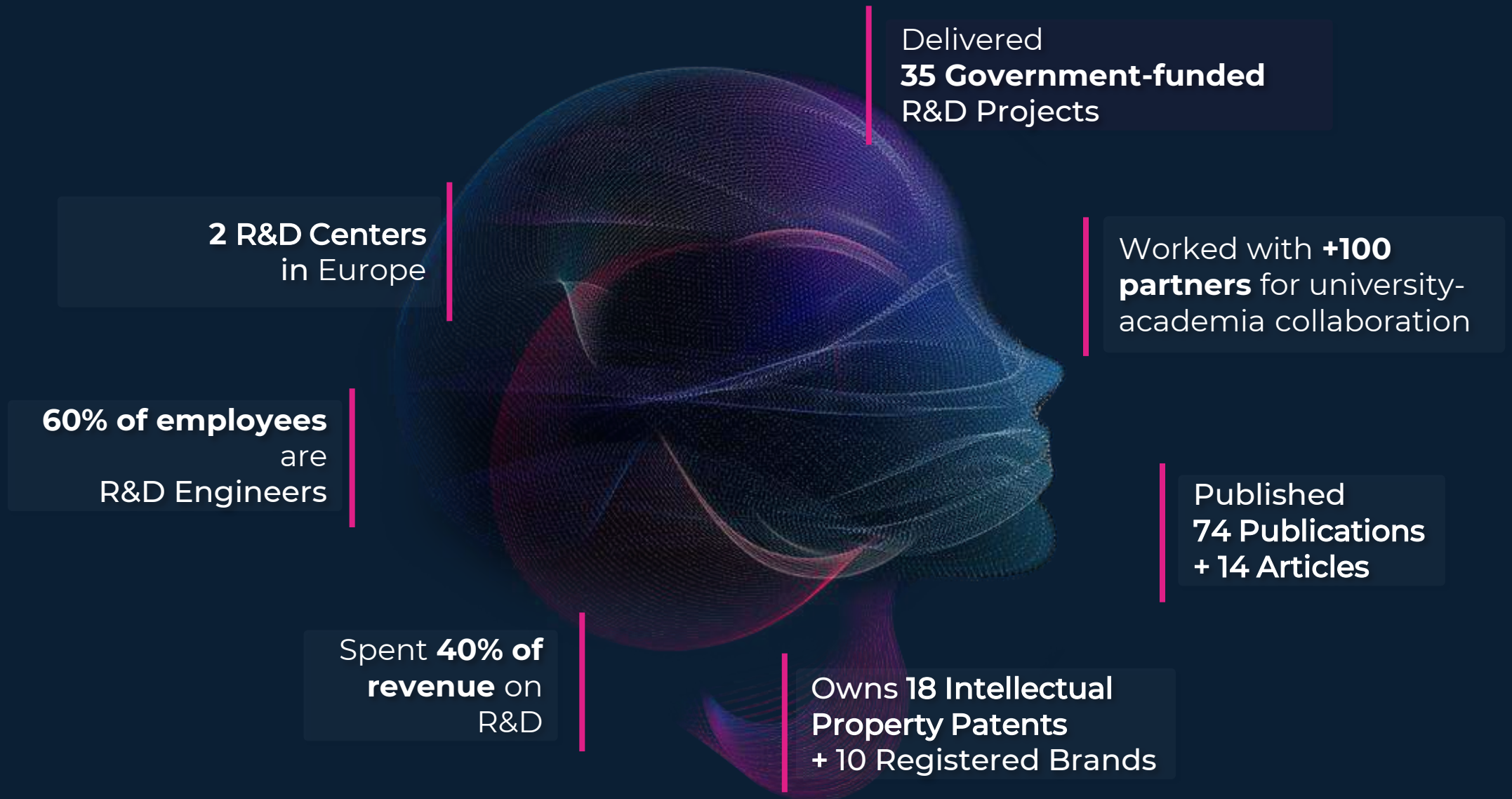Assist your agents with the full benefit of AI

E-commerce Help Desk
Virtual agents for your customer service

One-Stop Shop for Complete Conversational Tech Suite

INTEGRATIONS

Five9 · AVAYA · GENESYS · aws Connect · CISCO · puzzel. · zoom · zendesk · CallCenter STUDIO · Tegsoft · twilio

CHANNELS

- Call Center
- Mobile App
- WhatsApp
- WebChat
- IVR
- Social Media

KNOVVU PRODUCTS

- KNOVVU ANALYTICS
- KNOVVU AQM
- KNOVVU REAL-TIME GUIDANCE
- KNOVVU VIRTUAL AGENT
- KNOVVU BIOMETRICS
- KNOVVU TEXT-TO-SPEECH
- KNOVVU WFM
- KNOVVU SPEECH RECOGNITION

CORE TECH

- Text-to-Speech
- Natural Language Processing
- Artificial Intelligence
- Speech Recognition
- Voice Biometrics

WHERE
- Cloud (Private / Public)
- On-premises

HOW
- SaaS
- Subscription

USING
- Kubernetes
- PostgreSQL
- MS SQL
- GenAI

BACK-END SYSTEMS

SOLUTIONS

For Automation

- CONVERSATIONAL IVR
- BANKING BOT
- COLLECTION BOT
- E-COMMERCE HELP DESK
- WHATSAPP CUSTOMER SERVICE
- CUSTOMER AUTHENTICATION
- VIRTUAL TRANSLATOR

For Performance

- INTERACTION ANALYTICS
- QUALITY MANAGEMENT
- AGENT COPILOT
- AGENT VERIFICATION

100% Home-Grown and Scalable Platform

We are leading the AI movement with Research & Development

Delivered
35 Government-funded
R&D Projects

2 R&D Centers
in Europe

Worked with **+100 partners** for university-academia collaboration

60% of employees
are
R&D Engineers

Published
74 Publications
+ 14 Articles

Spent **40% of revenue** on R&D

Owns **18 Intellectual Property Patents**
+ 10 Registered Brands

Our Differentiators

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**

ING

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.
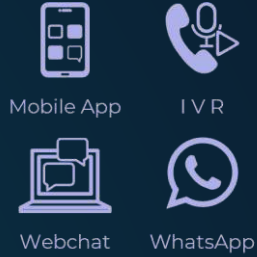
Challenge

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.

IGA (Istanbul Grand Airport) | Virtual Agent solution for Self Service

Mobile App   I V R
Webchat   WhatsApp

>93%
Menu Navigation Accuracy Rate

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 Knovvu 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.

Concentrix | Conversational Analytics for Agent Performance

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.

Problem

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.

Product

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

concentrix

ING

ING Turkey | Conversational Analytics for Sales Performance

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 Automated Quality Management (AQM) feature, ING effectively trained agents, improved their performances and increased the sales revenue significantly.

Select Customers

PARTNER/BPOs

- Five9
- GENESYS
- AVAYA
- concentrix
- Teleperformance
- MyQM
- M+GRUPA
- Konecta
- global bilgi
- ClearSource

BANKING

- ING
- Garanti BBVA
- TÜRKİYE İŞ BANKASI
- BNP PARIBAS
- YapıKredi
- AKBANK
- بنك دبي الإسلامي Dubai Islamic Bank
- KuveytTürk
- VakıfBank
- HALKBANK
- DenizBank
- TEB
- QNB FINANSBANK

INSURANCE

- Allianz
- EUREKO
- AXA SİGORTA
- Garanti Emeklilik
- Groupama
- AEGON
- ACIBADEM SİGORTA
- Cigna Sağlık·Hayat·Emeklilik
- PHP

TELECOM/RETAIL

- vodafone
- TURKCELL
- proximus
- touch
- ER·TELECOM
- cogeco
- Carrefour
- beko
- STELLANTIS
- MIGROS
- Türk Telekom
- VESTEL
- zain
- TEKNOSA
- hepsiburada
- sahibinden.com
- BIM

For More Details

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