

### STRENGTHS

- In-house Developed Speech Recognition**  
 With more than 100 AI engineers all solutions are developed with 20+ years expertise.
- Out-of-the-Box Advance Sentiment Measure**  
 SESTEK employs AI-driven sentiment analysis without the need for predefined categories.
- Customization without Effort**  
 Our solutions can easily be tailored to precisely match your needs.
- Pre-built Categories**  
 Our solutions feature AI-generated categories, all bundled in one package.
- No Code Required**  
 Our users enjoy visual query design without any coding requirements.
- Product Training and Customer Support**  
 We provide top-notch training and support for better utilization by our customers.

### CONNECTIVITY

#### FEATURES

	SESTEK	 CallMiner
Supported Engagement Channels	Audio, Text/SMS/WhatsApp, Video, Meeting, E-mail	Audio,Text/SMS, Social Media, E-mail, Video, Meeting
Supported Languages	English, French, Spanish, German, Greek, Arabic, Azerbaijani, Turkish, Russian, Mandarin, Urdu, Dutch, Croatian, Czech, Italian, Ukrainian, Flemish, Indian, Kazakh, Pashto, Polish, Persian, Portuguese, Kurdish, Korean, Japanese, Latvian, Swahili, Swedish, Tagalog, Finnish, Danish, Norwegian, Welsh	CallMiner is outsourcing Microsoft Azure Speech-to-Text (STT) at a higher cost premium, citing the low accuracy of the outdated Nuance Speech Recognition (SR) engine.
Compliance	ISO 27001, ISO 9001, and SOC II	HITRUST, ISO 27001, SOC II TYPE 2, FISMA, PCI DSS
Available Integrations	Genesys Cloud CC, Alotech, Zoom Meeting, Zendesk	Genesys, Microsoft, Salesforce, Zoom Meeting, Calabrio, Nice, Verint, Five 9, Talkdesk, Twilio, RingCentral, Oracle, Zendesk, Amazon Connect

### INTERACTION ANALYSIS

#### FEATURES

	SESTEK	 CallMiner
100% Automated Quality Management	✓	✓
Comparison Between Calls	✓	✓
Non-First Call Resolution Identification	✓	✓
AI Topic Generation	✓	✓
Quality Assessment	✓	✓
Real-Time Assist	✓	✓
Agent Evaluation	✓	✓
Reporting	✓	✓
Trend Analysis	✓	✓
Sentiment Analysis	✓	✓
Silence Detection	✓	✓
Available as SaaS	✓	✓
Predefined Phrases in Category	✓	✓
Manual & Hybrid Quality Management	✓	✓
Redaction	✓	✓
Words Frequency Analysis	✓	✓
Coaching	✓	✓
No Code Required Category	✓	✗
Self Practice Module	✓	✗
AI Sentiment Analysis	✓	✗