

SESTEK



New Chapter Begins for AI-first Customer Experience

**Conversational AI for Improving
Customer Experience**

**Optimization Solutions for
Contact Centers**



GARTNER PEER INSIGHTS

Customers Enjoying Our Innovative Platform



A User-friendly Interface with AI-Powered Features

It has become an easier-to-use product with the new user-friendly interface. With AI, you can get call summaries and subject categorization support.

5 ★★★★★ Evaluation & Contracting 5 ★★★★★ Integration & Deployment
5 ★★★★★ Service & Support 4 ★★★★★ Product Capabilities

5.0 ★★★★★
Overall User Rating

Industry
Telecommunication



The Technology That Understands Me Best

It's excellent that is analyzes emotions during conversations and works with artificial intelligence features.

5 Evaluation & Contracting 5 Integration & Deployment
5 Service & Support 5 Product Capabilities



The Future of Tech with SESTEK: Quick Implementation and Innovation

It is really a pleasure to work SESTEK, they have a great team that is solution oriented and responds quickly to your needs.

4 Evaluation & Contracting 4 Integration & Deployment
5 Service & Support 4 Product Capabilities

5.0 ★★★★★
Overall User Rating

Industry
Retail



OUR CUSTOMERS

Leading companies trust our conversational technologies



WHY SESTEK?

Why global brands are
choosing SESTEK

**We deliver.
Period.**

With our 20+ years of experience, we are proud of our project delivery rate of 100%.

**Market-leading
performance.**

Our speech recognition accuracy rate is >97% in real world environment. Higher rate of accuracy means better insights from customer conversations.

**We are cloud-
agnostic.**

On-premise, on public cloud or on private cloud, our solutions are ready to be deployed anywhere.

**Not only high tech
but high touch.**

We are always in close contact with our customers to understand their pain points better and tailor our solutions to fit their needs perfectly.

**100% ownership of
technology.**

With our +100 R&D staff, we develop all of our products and core technologies in-house.

**True omnichannel
experience.**

Not only for the customers but also for the business units involved, we provide a scalable, omnichannel, end to end conversational platform.

**OUR SOLUTIONS****Knowvu Virtual Agent**

Serve your customers 24/7.

When you automate customer service tasks with AI, you can respond to customer inquiries around the clock. This improves customer experience and saves the most valuable asset in customer service: Agent time.

[**Learn more**](#)

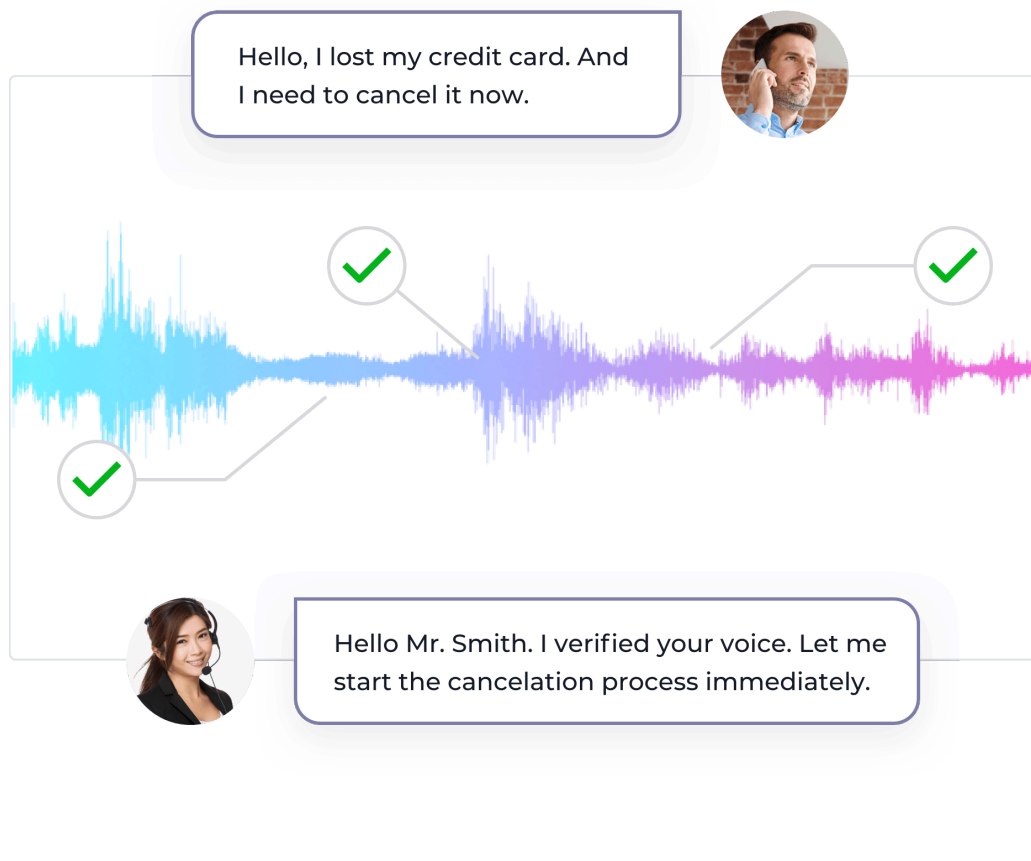


Knowvu Biometrics

No more passwords, PINs or thinking about the name of your first pet.

Knowvu Biometrics provide real-time authentication that is language, accent and content independent. Within matter of seconds, you can authorize customers using unique features of their voice that can not be replicated.

[Learn more](#)

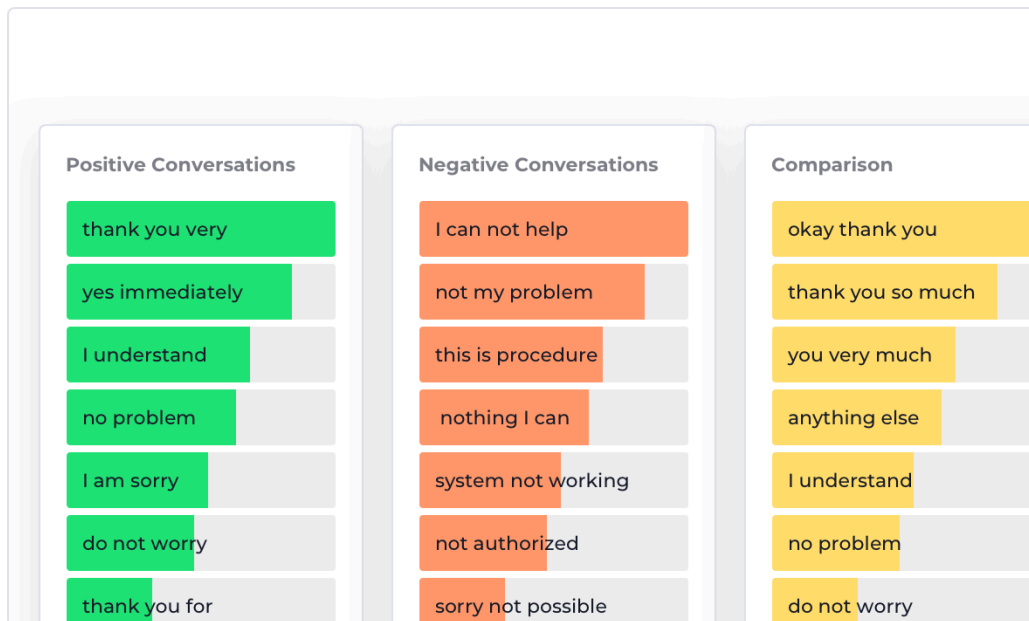


Knowvu Analytics

Don't miss out on a single customer conversation.

Analyze 100% of customer conversations. Understand and solve their problems in a heartbeat. Support your agents more efficiently. Improve your business better than your competitors.

[Learn more](#)



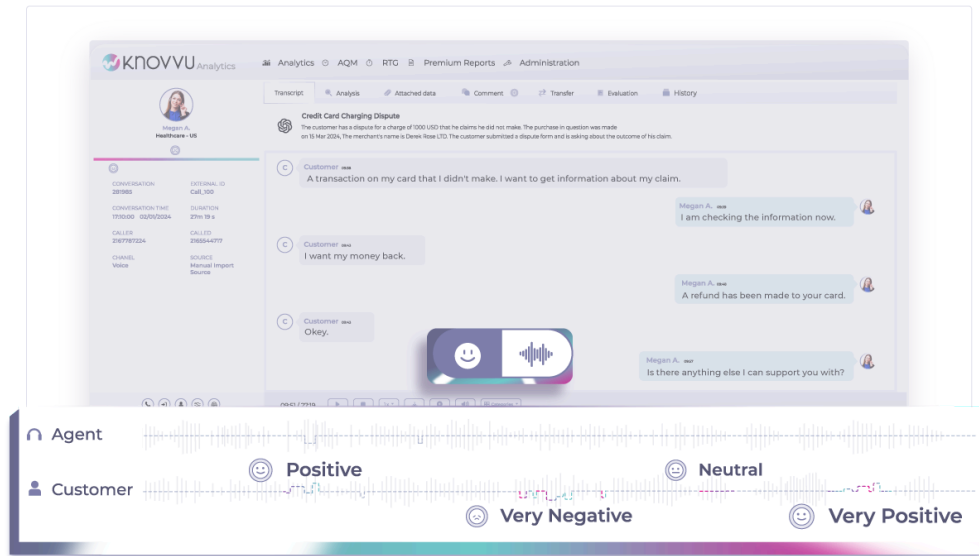
Statistical Comparison: The best way to recognize your best-performing agents, compare performances and support your agents in need effectively.

Knovvu AQM

Accelerate Your Quality Management Process to Minutes

Embrace the transformative potential of automation to streamline your quality management process, assist supervisors, and support agents with tangible and objective feedback.

[Learn more](#)



Acoustics Analysis Visualization: The sentiment analysis outputs can be graphically visualized, showing emotions of customers and agents based on their phrases.

Knovvu Real-Time Guidance

Assist Your Agents in Real Time.

Empower your customer support teams with the right information at the right time, leading to confident agents and satisfied customers.

[Learn more](#)

The screenshot displays the Knovvu Real-Time Guidance interface. The top navigation bar includes links for Moments, Chat, and Transcript. The main content area shows a chat conversation with a customer. The chat messages are:

- Customer: Hello, how can I assist you today? (00:01)
- Agent: Hello, I would like to get information about the Homecoming Campaign. (00:06)

Below the chat, a loan offer is displayed. The offer is titled 'As our Homecoming Campaign, you can take advantage of loan offer up to 500.000 with 5% interest rate, would you be interested?'. The offer is presented in a white box with a blue border and a blue background for the text.

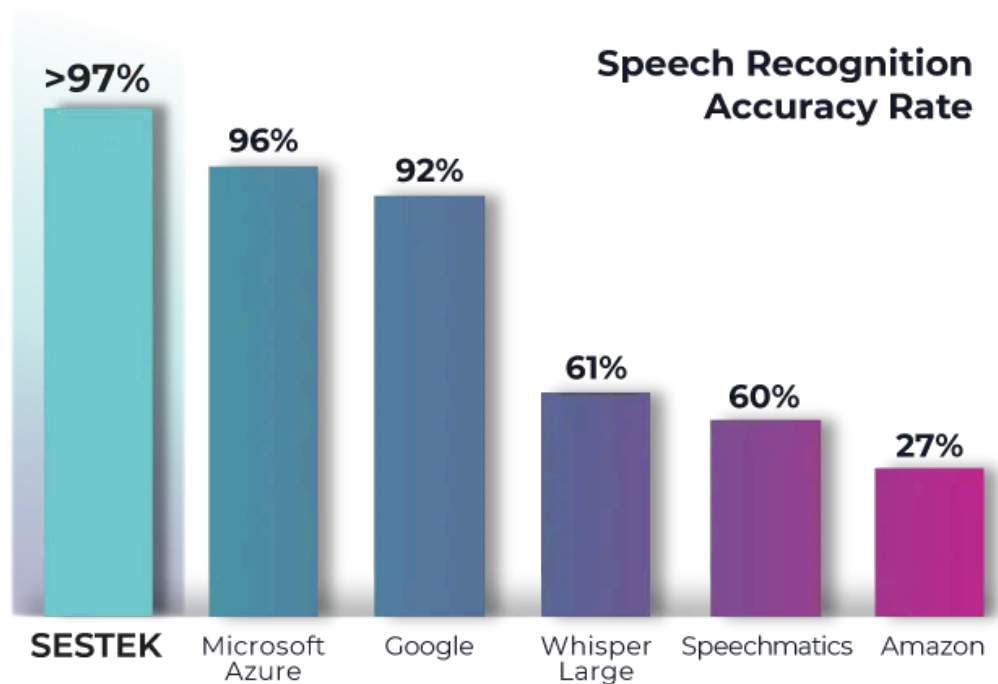
Real-time Alerts: Prohibited words, urgent customer inquiries or regulatory issues can easily be added to notify supervisors in real time.

Knowvu Speech Recognition

Market-Leading Accuracy Rate of >97%

Our market-leading speech recognition accuracy rate provides deeper analysis, more actionable insights and better results for your business.

[Learn more](#)



Knowvu

Text-to-Speech

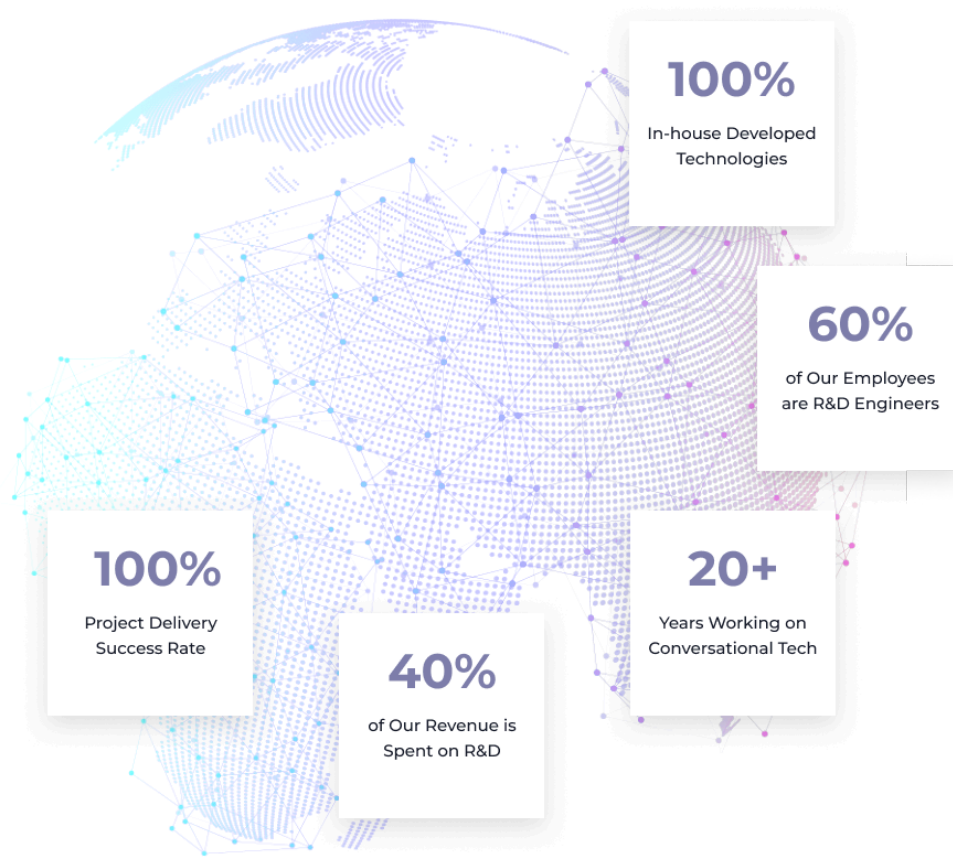
Elevate your brand with voice

Deliver human-like and personalized experiences to your customers and improve their conversational journeys.

[Learn more](#)



Top Conversational Solutions for Leading Global Brands



NEWSROOM

**Find the latest technology
news here**

The graphic features the Gartner logo in blue, followed by the text 'Top Trends for 2025 and Beyond' in bold black. To the right, the letters 'AI' are rendered in a large, blue, 3D digital font with glowing edges, set against a background of abstract digital patterns and light effects.

Gartner Top Trends for 2025 and Beyond

Technology Trends Jan 06 · 5 min read

Gartner Top Trends for 2025 and Beyond

Gartner shares its annual predictions for the key technology trends shaping 2025 and the next five years. This article explores the meaning, significance, and impact of these ten key trends on businesses and users.

[Read More](#)

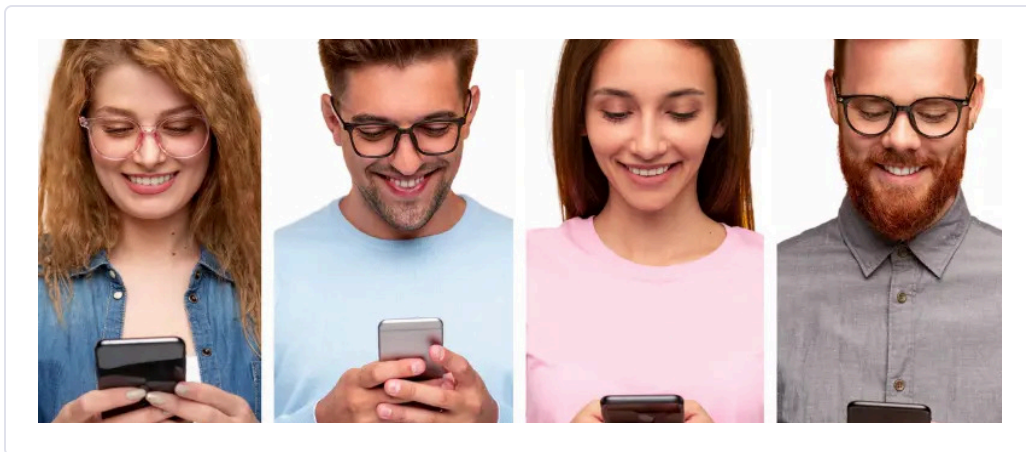


Press Release Dec 02 · 1 min read

SESTEK Boosts Workforce Planning Efficiency by 4X

Efficiency-driven tech in contact centers is delivering advantages to businesses. Global technology company SESTEK has introduced a new solution that automates workforce management (WFM) processes, enhancing operational efficiency in contact centers.

[Read More](#)



Virtual Agent Oct 14 · 4 min read

How to Design Smarter Chatbots in Customer Service

Discover why chatbot design is crucial for customer service and learn how to build smarter bots with just a few simple steps.

[Read More](#)

CONTACT

Improve Your Conversational Customer Journey

Let's go into detail on how Knowvu's conversational solutions can improve your agent and customer experience.

Contact Us

ABOUT SESTEK

SESTEK is a conversational automation company helping organizations with conversational solutions to be data-driven, increase efficiency and deliver better experiences for their customers. Sestek's AI-powered solutions are built on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.

SESTEK is a part of **UNIFONIC**



CALL US ON

United States

+1 315 961 84 04

2 Park Ave 20th Floor
New York NY 10016

Middle East & Africa

+971 4 390 1646

Office # 2605 Marina Plaza
Al Marsa Street, Marina Dubai
Dubai, UAE

Europe & Turkey

+90 212 286 25 45

Vadistanbul Bulvar 1B Blok Ofis No:4 / 34396 Sariyer, Istanbul

info@sestek.com



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