SESTEK

Elevate Customer Service with AI

We Are A Conversational AI And Analytics Company
Developing Products For Call Centers Under The Brand
Name **Knovvu**
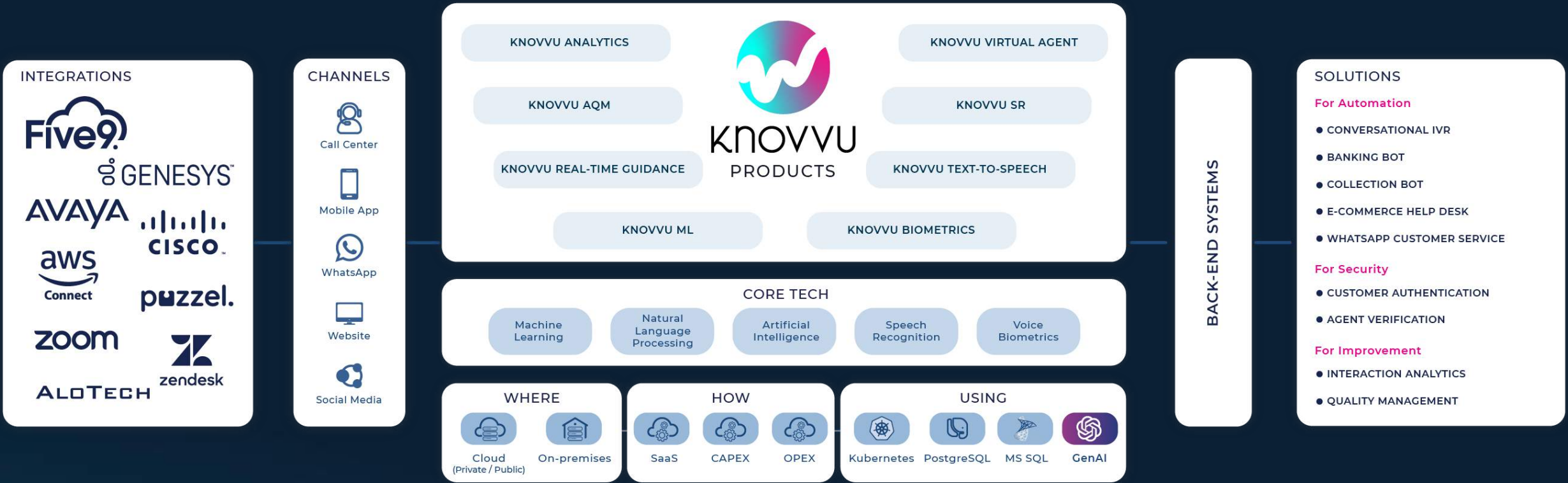
When We Say Customer Service Automation...

Conversational data feed for improvement

KNOVVU
Virtual Agent

KNOVVU
Biometrics

KNOVVU
Analytics

Customer
Service Channels

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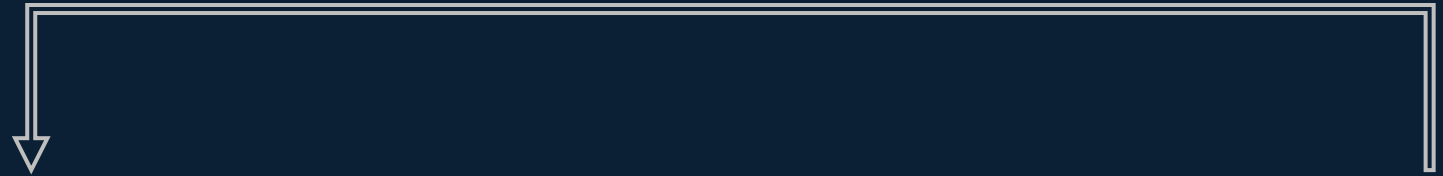Agent answers 1 of
4 customer
questions without
the need of live
agents*

Knovvu Biometrics
shorten calls
requiring
authentication by
20-30 seconds*

Knovvu
Analytics help
improve
customer
satisfaction by
25%*

* Actual Customer Testimonials
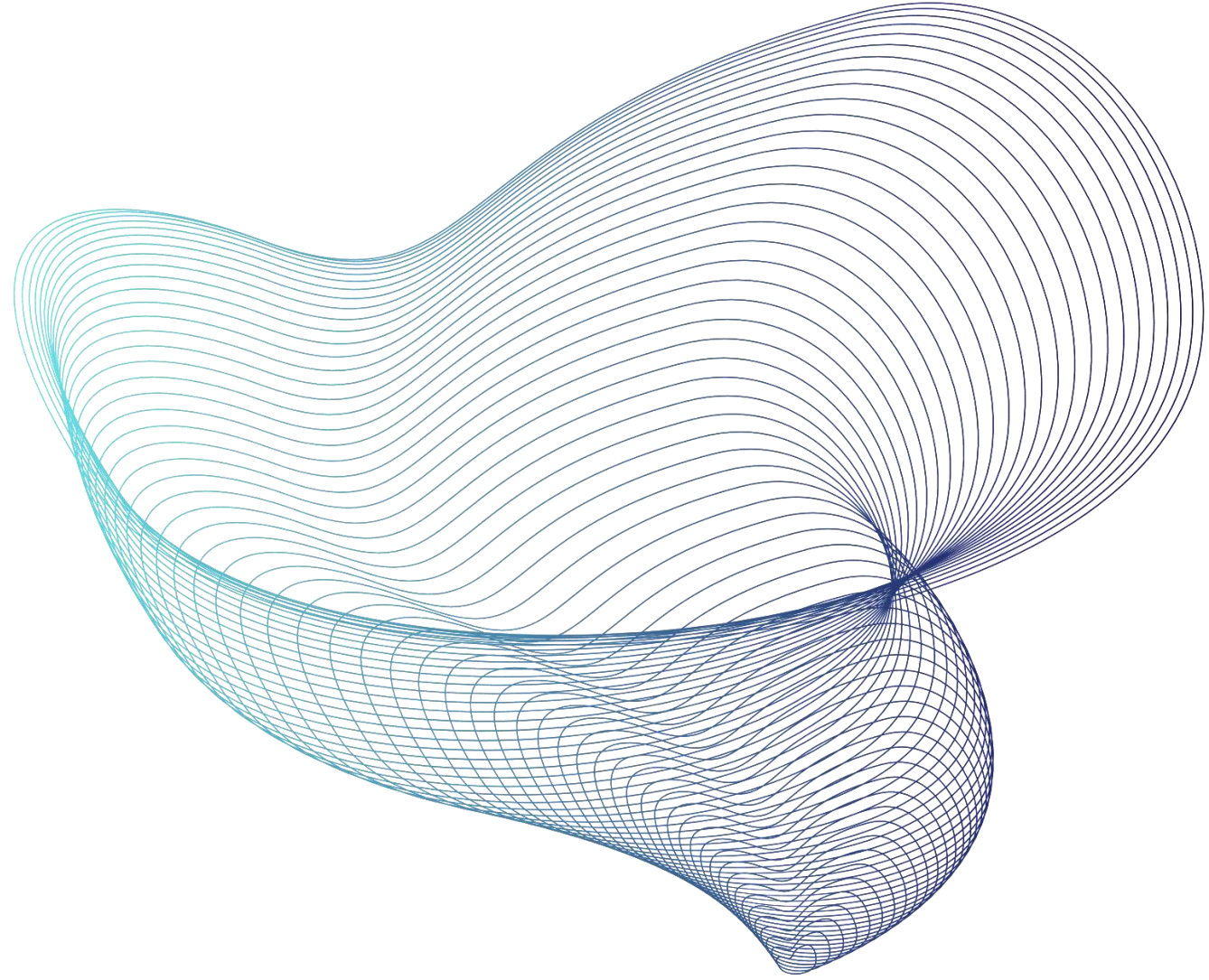
1 Higher Performance
Tasks like creating scenarios, designing forms and reporting can now be executed 50% faster.

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 3rd party involvement.

4 No code required
Drag & drop design for no-code users

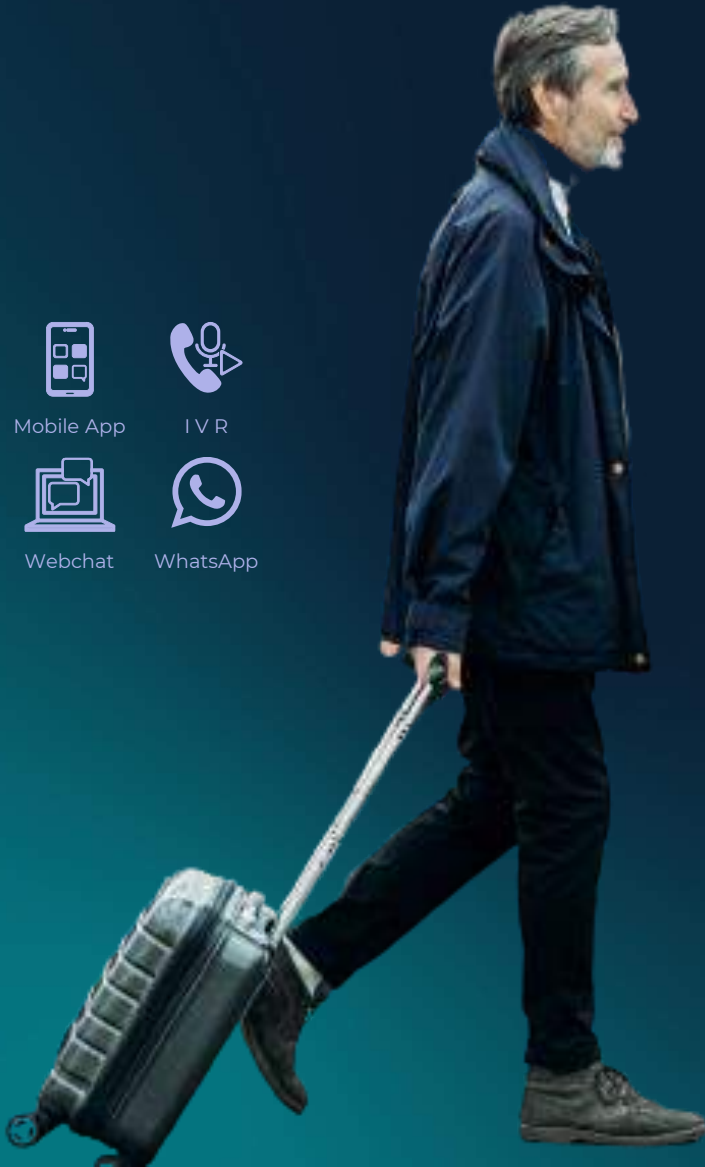## 5 Domain Readiness
Pre-built and ready-to-go integrations

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.

IGA (Istanbul Grand Airport) | Virtual Agent

Mobile App

IVR

Webchat

WhatsApp

>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.
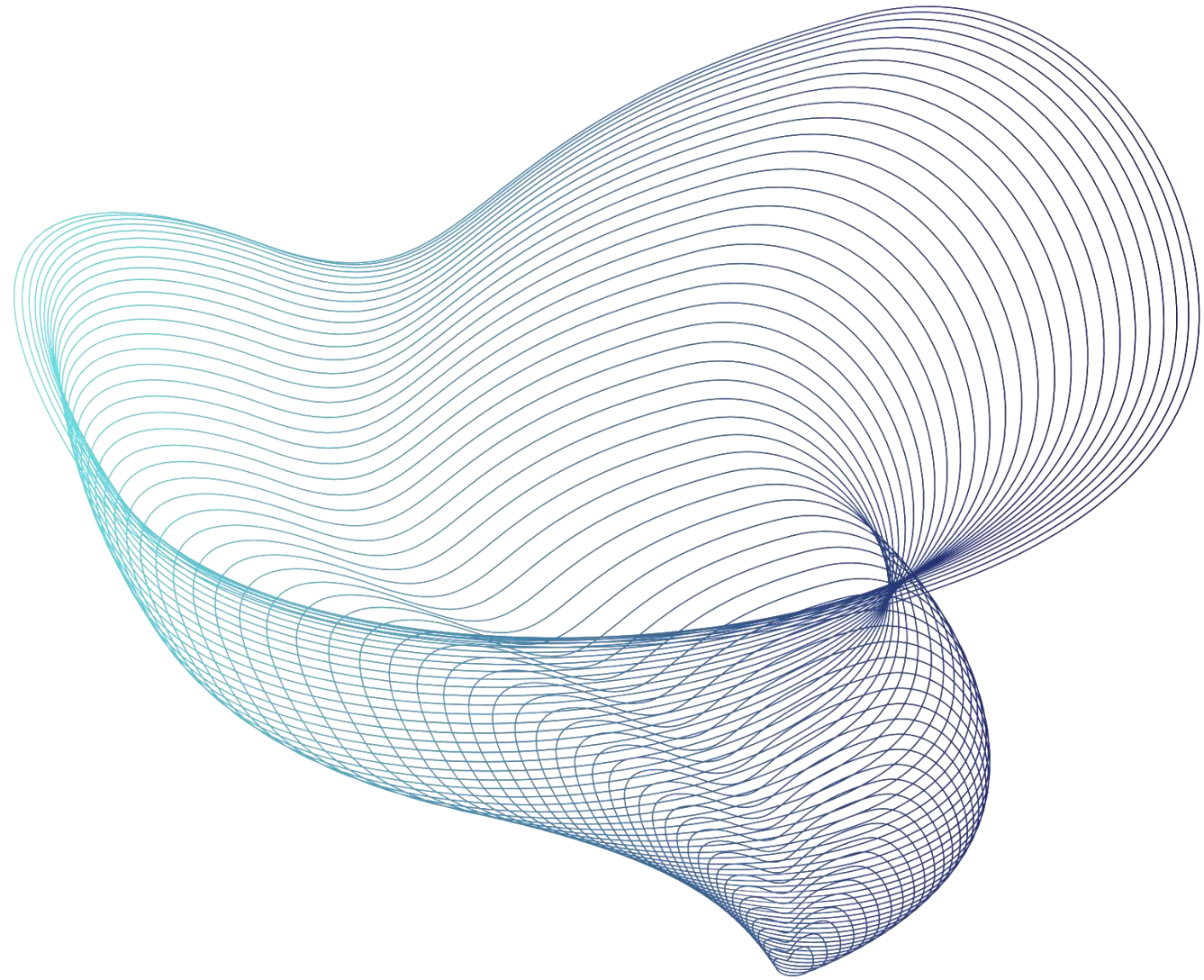
Problem

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.

Product

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.

knovvu

Biometrics

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.

**Single Solution.
Multichannel.**

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

IVR

Customer

100+ parameters monitored for
secure identification

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
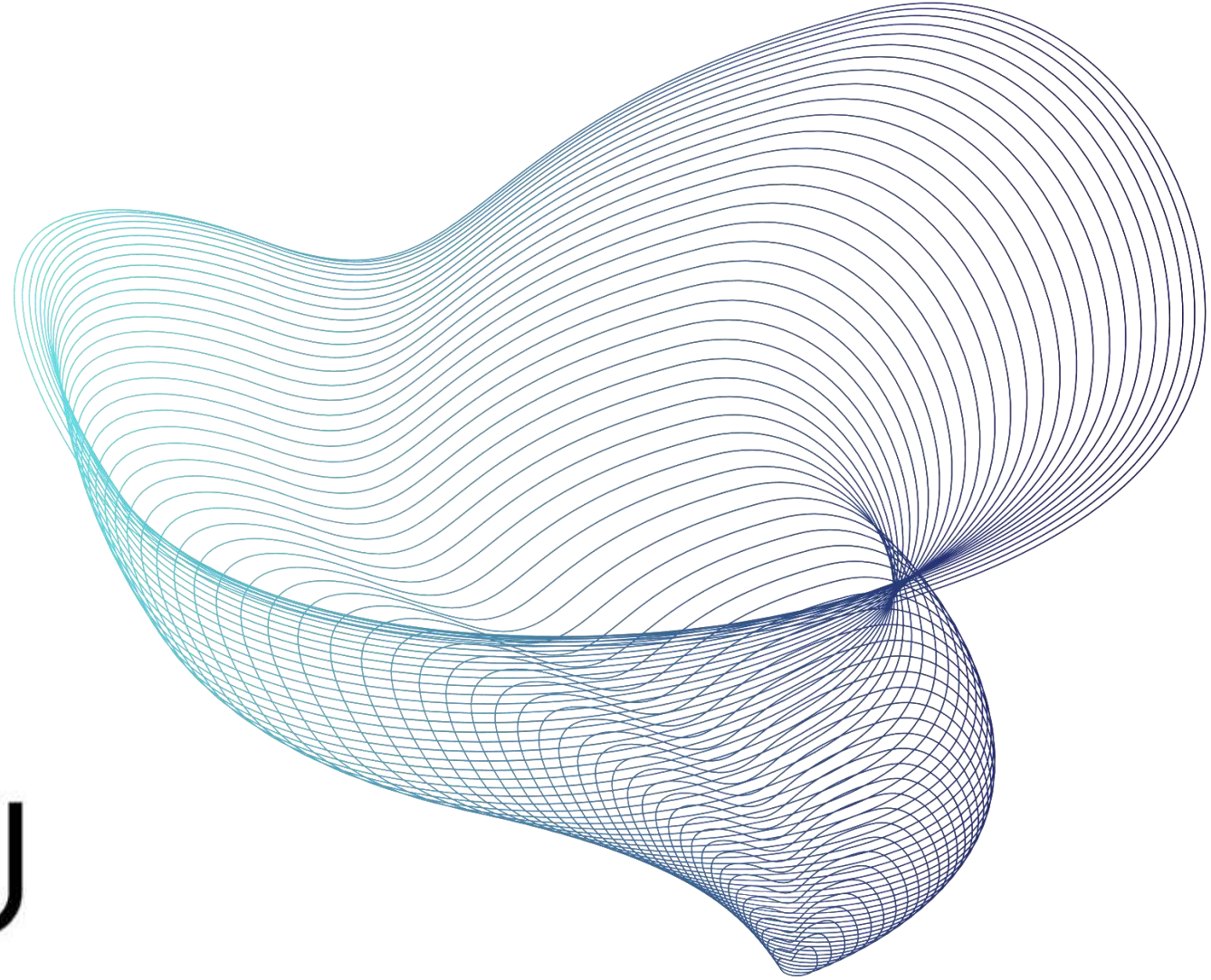contact center for
financial transactions.

Solution

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

ING

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.

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.

Problem

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

Product

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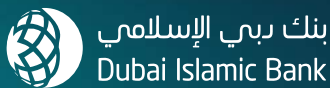
For More Details

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