

STRENGTHS

- In-house AI Expertise**  
Proprietary SR and TTS built by 100+ AI engineers with 20+ years of experience.  
No dependency on another vendor.
- All in One**  
SR, TTS, NLU, orchestrator and design studio. All in a single solution. No need for 3rd party involvement.
- Effortless On-Prem Experience**  
SESTEK offers Professional and managed services for on-prem deployments when the customers don't want to manage, install and configure the underlying infrastructure.
- Simplicity**  
Tasks like creating scenarios, designing forms and reporting can be executed 50% faster.
- Domain Readiness**  
With pre-built and ready-to-go integrations, the solution requires less training time and is effective from Day 1.

CONNECTIVITY

FEATURES

| FEATURES              | SESTEK                                                                                                  | COGNIGY                                           |
|-----------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Channel & Integration | Omni Channel<br>(Voice & Written)                                                                       | Omni Channel<br>(Voice & Written)                 |
| Supported Languages   | In-house Developed Speech Recognition in 40 Monolingual and 15 Multilingual models.<br>+ Outsourcing SR | Outsourcing 3rd party Speech Recognition services |

FEATURE ANALYSIS

FEATURES

|                                                  | SESTEK | NiCE Cognigy |
|--------------------------------------------------|--------|--------------|
| Agentic AI                                       | ✓      | ✓            |
| SaaS & Onprem                                    | ✓      | ✓            |
| Language Detection                               | ✓      | ✓            |
| AWS Compliancy                                   | ✓      | ✓            |
| Azure AKS Compliance                             | ✓      | ✓            |
| User Feedback Collection                         | ✓      | ✓            |
| Voice Verification                               | ✓      | ✓            |
| Live Agent Application                           | ✓      | ✓            |
| Webchat Widget                                   | ✓      | ✓            |
| Inhouse Text-to-Speech                           | ✓      | ✗            |
| Professional and Managed Services For Kubernetes | ✓      | ✗            |