

DIFFERENTIATIONS

- Market-leading Accuracy**
Our speech recognition accuracy rate of ~98% in English provides deeper insights.
- High Performance**
Our solution delivers faster response times and faster query results.
- More in the Moment**
We support real-time triggers, real-time notifications to supervisors and real-time reporting.
- One Product, Multiple Tenants**
Our solution supports multi-tenancy for different teams, business units and operations.
- No Code Required**
Our users enjoy visual query design without any coding requirements.

CONNECTIVITY

FEATURES

	SESTEK	NiCE
Supported Engagement Channels	Voice, Text/SMS/WhatsApp, Video, Meeting, E-mail	Voice, Text/SMS, Social Media, Video, E-mail
Supported Languages	In-house Developed Speech Recognition in 40 Monolingual and 15 Multilingual models. + Outsourcing SR	26 Languages Arabic, Bulgarian, Danish, Dutch, Canadian French, Chinese Simp. and Trad., English, Finnish, French, European Portuguese, Greek, German, Hebrew, Italian, Hungarian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, Turkish, Ukranian
Compliance	ISO 27001, ISO 9001, and SOC II	HITRUST, PCI DSS, GDPR, ISO/IEC 27001, SOC II
Available Integrations	Genesys Cloud CC, Alotech, Zoom Meeting, Zendesk	CRM Integrations: Salesforce, Zendesk, ServiceNow, Microsoft Dynamics 365, and Oracle

INTERACTION ANALYSIS

FEATURES

	SESTEK	NiCE
Trend Analysis	✓	✓
Sentiment Analysis	✓	✓
Artificial Intelligence	✓	✓
Topic Creation	✓	✓
Summarization	✓	✓
Real-Time Assist	✓	✓
Agent Evaluation	✓	✓
Automatic Evaluation	✓	✓
Quality Assessment	✓	✓
Reporting	✓	✓
Non-First Call Resolution Identification	✓	✓
Coaching	✓	✓
Redaction	✓	✓
Self Practice Module	✓	✗
Entity Detection	✓	✗