



SESTEK

Every Interaction, Better Than the Last

SESTEK

Our vision is to help improve the human experience while leading the global AI-powered conversational automation initiative.

100%

In-house Developed Technologies

700+ Enterprise Clients
in 20 Countries

100%

Successful Project Completion

25+ Years

Pioneering Conversational AI

Recognized by leading consultancy firms

DMG **Gartner**  **opusresearch**

SESTEK | The Complete Agentic CX Stack

AGENTIC AI

- ✦ AI Agents
- 🎧 Speech Recognition
- 🗣️ Text-to-Speech



AGENT COPILOT

- ✦ Agent Assist
- 🗣️ Virtual Translator



CONVERSATIONAL INTELLIGENCE

- 🔍 Analytics
- 🎧 Automated Quality Management
- 🗣️ Coaching





Agentic AI

Resolve Customer Requests. Across Every Channel. Without Limits.

Built on SESTEK's proprietary **hybrid NLP + LLM architecture**, our AI Agents understand intent, handle complex multi-turn conversations, and resolve customer requests end-to-end, across voice, chat, WhatsApp, and digital channels.

WHY CHOOSE US

Market-Leading SR Accuracy Rate of ~98%

Proprietary SR and TTS models fine-tunable on customer-specific data for highest domain accuracy.

Multi-Agent Collaboration

Ability to assign different agents for different tasks with distinct roles and response parameters.

Advanced Security

Dynamic data masking and AI Guardrails for protecting sensitive data and ensuring compliance.

Full-Stack Ownership

SR, TTS, NLU, orchestration, and design studio, **all built in-house**. LLM-agnostic, supporting OpenAI, Azure, AWS Bedrock, and customer-hosted environments.

BENEFITS



SERVE
CUSTOMERS 24/7



INCREASE
EFFICIENCY



REDUCE
COSTS





Agent Copilot

**The Right Information. The Right Moment.
Every Time.**

When AI reaches its limits, the handoff to a human agent shouldn't feel like starting over. Agent Copilot ensures every human agent enters the conversation fully equipped — **with full context, real-time guidance, and multilingual support built in.**

WHY CHOOSE US

Real-Time Agent Assist

In-conversation prompts and next-best-action suggestions surfaced exactly when agents need them.

Warm AI-to-Human Handoff

The full context from the AI conversation is automatically passed to the human agent, so customers never have to repeat themselves.

Virtual Translator

Real-time multilingual support bridges language gaps without adding agents or increasing wait times.

AI Supervisor

Full visibility across every live conversation, compliance risks, sentiment shifts, without a supervisor needing to listen in.

BENEFITS



IMPROVED
CUSTOMER SERVICE



PROACTIVE
RESOLUTION



SIMULTANEOUS
COACHING



Conversational Intelligence

See Everything. Improve Everything.



Most quality management teams review 1–3% of customer conversations. SESTEK's Conversation Intelligence analyzes **100%**, turning every interaction into actionable insight across customer experience, agent performance, compliance, and operational efficiency.

WHY CHOOSE US

100% Conversation Coverage

Every call, chat, and digital interaction captured and analyzed.
No sampling, no blind spots.

Automated Quality Management

100% of interactions scored objectively, replacing manual sampling with comprehensive, auditable evaluation.

Data-Driven Coaching

Performance gaps identified automatically and targeted training assigned to raise every agent to top-performer level.

Real-Time Alerting

Compliance breaches, prohibited language, and urgent escalations flagged the moment they occur.

BENEFITS



PINPOINT
ROOT CAUSES



EVALUATE 100%
OF INTERACTIONS



IMPROVE AGENT
PERFORMANCE

Leading companies trust our conversational technologies



and more...

SESTEK

Conversational Automation Company



/sestek



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We are part of **UNIFONIC**

www.unifonic.com



SEE HOW IT WORKS



WATCH DEMOS