

SESTEK

Every Interaction, Better Than the Last

Agentic AI for Customer Experience: Automation, Augmentation, Intelligence.



About SESTEK

A global solutions vendor building AI-powered products for the automation and digitalization of customer experience, since 2000.



25+

Years of proprietary
speech & AI R&D



700+

Enterprise clients
across 20 countries



100%

Proprietary technology,
zero third-party dependence



40%

Of annual revenue
invested in R&D

Recognized by Gartner and leading industry analysts

ISO 9001 · ISO 27001 · ISO 42001 · SOC 2 Type II · PCI DSS, GDPR & HIPAA compliant

Why SESTEK: Proprietary, Proven, Trusted

Owning the full technology stack for 25+ years: not licensed, not outsourced.



Proprietary at Every Layer

- Speech Recognition, TTS, NLU, sentiment & PII masking, all built in-house
- No dependency on Google, Amazon, or Microsoft for core technology
- Refined over 25+ years of dedicated speech & AI R&D



Enterprise Trust & Flexibility

- ISO 9001 · 27001 · 42001, SOC 2 Type II, PCI DSS, GDPR & HIPAA compliant
- Cloud, private cloud, on-premise, or hybrid: no infrastructure lock-in
- Recognized by Gartner and other leading industry analysts

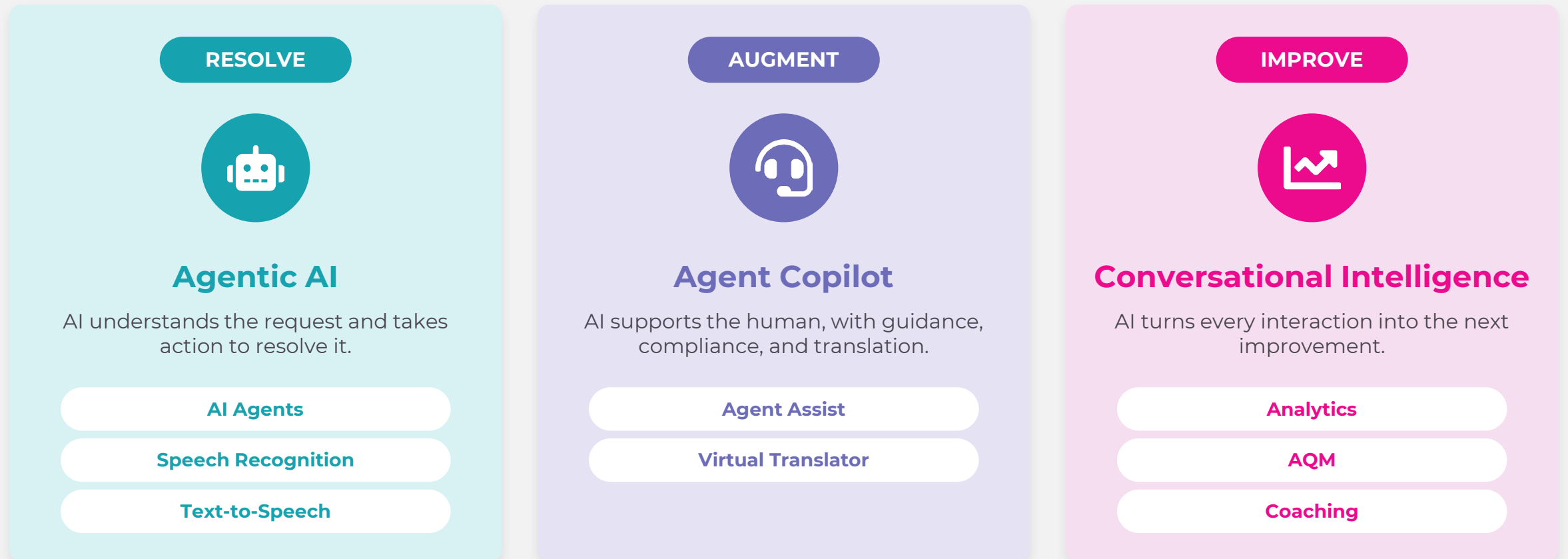
2 R&D Centers in Europe

60% of employees are R&D engineers

100% project completion rate

Agentic CX: Resolve. Augment. Improve.

One architecture, three connected pillars, organized by color throughout the rest of this presentation.



AI automates. Copilot augments. Intelligence improves. Every interaction makes the next one better.

AI Agents Don't Just Answer. They Act.



A customer calls:

*"I don't recognize this transaction.
Can you check it, block my card,
and send me a replacement?"*

Agentic AI: a real financial services scenario

- 1 Understand the request
- 2 Reason through the case
- 3 Authenticate the customer
- 4 Check the transaction
- 5 Block the card
- 6 Create a replacement request
- 7 Confirm to the customer

89% of calls handled end-to-end · powered by **~98% accurate proprietary Speech Recognition** and natural Text-to-Speech.

Multilingual by Design: Speech Recognition & Text-to-Speech

Proprietary speech technology, built and owned in-house for 25+ years, not licensed from third parties.



Speech Recognition

more than **98%**
market-leading accuracy

100+ languages: proprietary models for core languages, best-in-class external engines for the rest, one unified API

Learns your business: brand vocabulary, product names, and accents, fine-tuned on your own recordings



Text-to-Speech

100+
natural voice options



Tap the icon to hear it

20+ languages: dialect-level coverage, e.g. Gulf, Najdi & Emirati Arabic; US and UK English

Custom brand voices: quality validated through blind MOS (Mean Opinion Score) testing against the market

Every product in the SESTEK Agentic CX Suite is built on this same proprietary speech foundation.

Agent Assist: Every Agent Guided. Every Call More Confident.

Real-time AI guidance, compliance checklists, and proactive alerts, built into the platform your agents already use.



**100% Compliance.
<1 Second Guidance.**

*No dashboard to check later. No
waiting for the call to end. No agent
working alone.*

- **Real-time monitoring & alerts:** Live prompts guide agents; supervisors get instant alerts and can listen in remotely.
- **Acoustic insights:** Speech speed and tone are tracked alongside sentiment, catching frustration text alone would miss.
- **Compliance checklists:** Required steps self-check as completed, building an audit trail automatically.
- **One platform, every channel:** Integrates directly into Genesys, Avaya, AWS, Five9, Microsoft, and more.

Virtual Translator: Any Agent. Any Customer. Any Language.

Real-time, two-way translation built directly into the platform your agents already use.



**One agent.
100+ languages.**

*No language-specific hiring. No
transfer queues. No caller waiting for a
language-matched agent.*

- **Automatic language detection:** Identifies the caller's language instantly, no menus, no manual routing.
- **Real-time, two-way translation:** Each party hears the original audio, the translation, or both.
- **Natural conversation flow:** Barge-in lets either speaker interrupt naturally, just like a real conversation.
- **Cloud or on-premises:** Deploy to match your security, data residency, and compliance needs.

Analytics: Every Conversation Understood. Every Outcome Improved.

100% of customer conversations analyzed for intent, sentiment, and root cause. Helping agents improve every interaction.



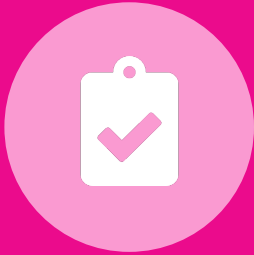
100% Conversations Analyzed.

Not a sample. Every voice, chat, and video conversation, human or AI-handled.

- **LLM categorization:** Every conversation is categorized by intent, not just keywords.
- **Beyond the words:** Tension, hesitation, and silence are analyzed alongside sentiment, flagging risks like churn.
- **Ask GenAI:** Ask natural-language questions to uncover trends and root causes, no manual analysis needed.
- **Works across your stack:** Integrates with Genesys, Avaya, Five9, Cisco, Zoom, NICE, and Huawei.

AQM: Every Conversation Evaluated, Fairly and at Scale.

Agentic Evaluation replaces manual sampling with AI-powered, consistent reviews.



13x More Calls Reviewed.

Proven at QNB Türkiye, beyond what manual sampling could ever cover.

- **Agentic Evaluation:** A dedicated AI Agent reasons through every conversation against your own evaluation forms.
- **Hybrid approach:** Combine AI, automated, and human evaluations within a single form.
- **Appeals & calibration:** Human evaluators make the final call in compliance-critical scenarios.
- **Performance comparison:** See what top performers do differently and turn it into targeted coaching.

Coaching: Every Agent, Personally Developed.

Improve agent performance through AI-powered coaching, personalized training recommendations, and continuous performance insights.



100% Conversation Coverage.

Coaching decisions built on every interaction, not just the ones a supervisor happened to catch.

- **AI coaching:** A per-conversation summary of what went well and what needs improvement, for every agent.
- **Unified performance view:** See top performers and agents who need coaching, at a glance.
- **Personalized training:** Recommendations built on conversation evidence, quality scores, and your business goals.
- **Connected intelligence:** Analytics and AQM insights feed directly into targeted coaching.

What Does Agentic CX Mean for an Enterprise?



END CUSTOMER ASKS

"Why was I charged this fee?"

→ **AI Agent resolves it.**



END CUSTOMER NEEDS HELP

"I want to dispute this transaction."

→ **Agent Copilot assists the human.**



ENTERPRISES WANT TO IMPROVE

"Why are customers complaining about this fee?"

→ **Conversational Intelligence finds the pattern.**

Resolve → **Augment** → **Improve**

Cost ↓

Resolution ↑

CX ↑

Compliance ↑

Trusted by

700+ Global Companies Trust SESTEK

to transform their customer experience.

One flagship result from every industry we serve

FINANCIAL SERVICES

704 hrs

Saved monthly through automated analytics

INSURANCE

90%

Of customer requests handled by AI

TELECOM

400K USD

Annual cost savings

E-COMMERCE

17x

Increase in the number of evaluations

HOME APPLIANCES

12x

First-year ROI with Agentic AI

ENERGY

48%

Automation in ticket processes

RETAIL

84%

Increase in self-service rate

ASSISTANCE SERVICES

98%

Of calls automatically analyzed

BPO

86%

Decrease in agent interruption rate

Selected Customers

PARTNERS / BPOs



BANKING



INSURANCE



TELECOM/RETAIL



Every Interaction Can Do More.

Resolve. Augment. Improve. That's Agentic CX.

Request a Demo



sestek.com

Explore the full product portfolio and company resources.



sestek.com/demos

Access live product demonstrations for your use case.



[/sestek](#)

Follow SESTEK on LinkedIn for product updates, customer stories, industry insights, and announcements.

SESTEK