SESTEK

Conversational Automation Company

AGENT ASSIST

DATASHEET



SESTEK
Agent Assist

Every Conversation Guided in Real Time

Agent Assist makes sure the agent is never handling all alone. With real-time AI guidance, compliance reminders, and proactive alerts, it bridges AI automation and human expertise to improve every customer interaction.
This flow enables supervisors to intervene in real time to provide support to agents-in-need. The solution effectively reduces escalations and call handling time which results in decreased operational costs and improved customer experience.



BENEFITS

FULL-CALL UNDERSTANDING

AI follows the entire conversation, not just keywords, evaluating agent performance and recommending next steps to keep resolution on track.

FASTER RESOLUTION

Give agents the answers, next steps, and real-time guidance they need in the moment to resolve more issues without transfers or repeat calls.

IMPROVED CUSTOMER SERVICE

Real-time prompts help agents assist customers more effectively, leading to higher quality of service.

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DIFFERENTIATORS

1. Customizable Scenarios

The UX-friendly interface allows users to adapt and adjust real-time scenarios to meet unique business flows.

2. Proactive by Design

While most copilots wait for a question, Agent Assist watches the conversation continuously and steps in the moment a trigger is met, before the agent even has to ask.

3. Sentiment Analysis

Detect negative sentiments instantly, enabling swift responses to improve customer satisfaction and loyalty.

4. Effective Training

Pinpoint areas for improvement and assign coaching modules instantly to enhance performance.

5. Connected Intelligence

Connect Agent Assist, Virtual Translator, and AI Agents across the SESTEK Agentic CX Suite for consistent, context-aware support across every interaction.

6. Flexible Deployment

Deploys as a fully managed cloud service or on-premises within your own infrastructure, so data residency and compliance requirements never limit which teams get real-time support.



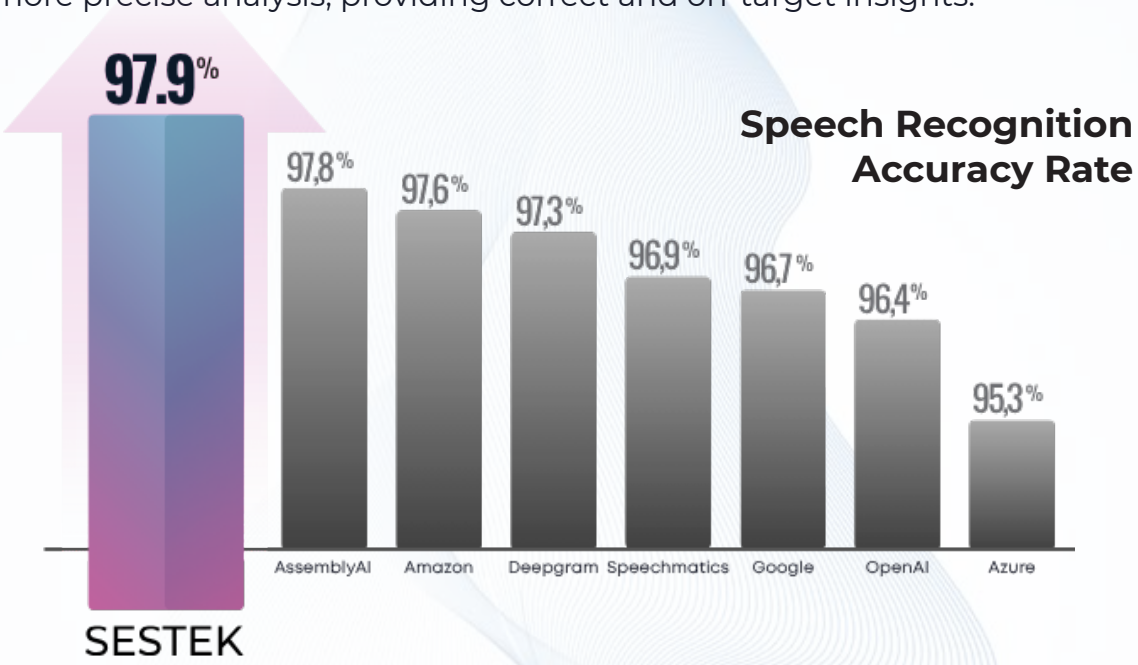
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1. Superior Speech Recognition

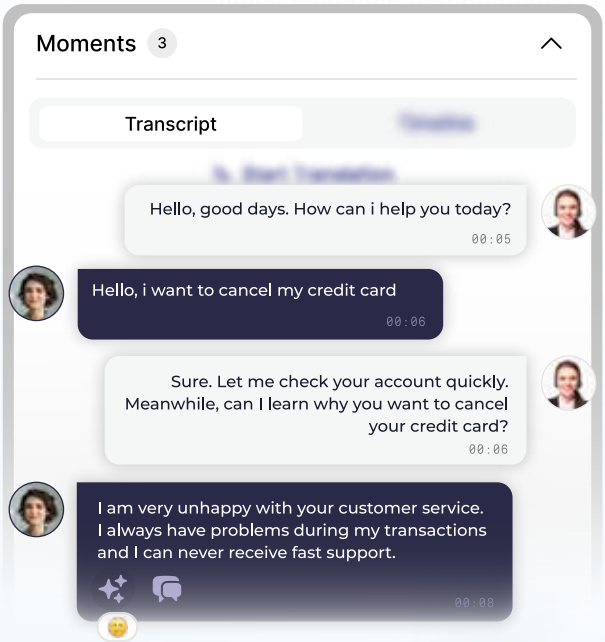
SESTEK Agent Assist creates conversation transcript simultaneously during the conversation and conducts analysis on it in real-time. Accuracy of the transcript output is one of the most important steps, as it affects all analysis processes.

With a market-leading speech recognition accuracy rate of over ~98%, Agent Assist ensures more precise analysis, providing correct and on-target insights.



For our test, we used 1-hour Call Center records in English from 2 different industries, transcribed them into text, and calculated final accuracy rates within the data set.

2. Real-Time Transcription



The real-time transcript of a conversation is visible to both the agent and their supervisor. This allows agents to follow and continue the conversation smoothly, even if they have difficulty hearing or understanding the caller.

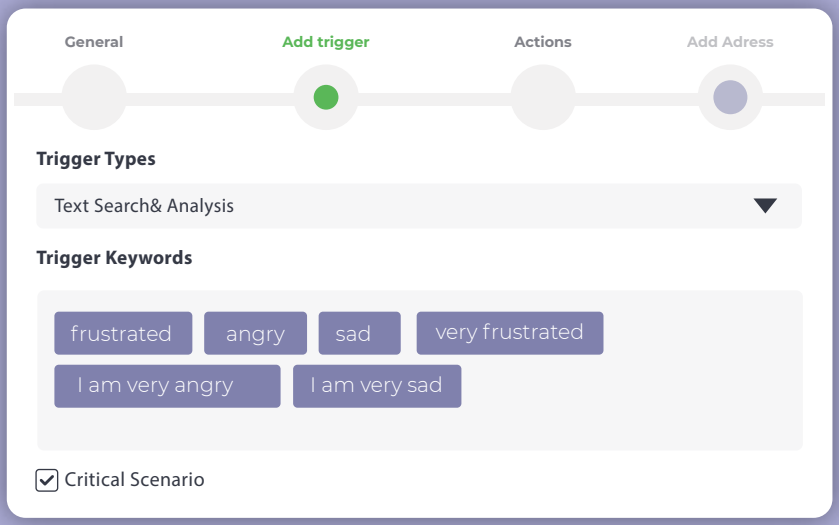
Example of a real-time transcript displayed for both agent and supervisor.

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3. Customizable Scenarios

Situations requiring intervention during agent-customer conversations can be pre-defined as scenarios. Each scenario specifies the guidance the agent will receive, detailing how to respond or what to say. This ensures that when a scenario occurs during any conversation, the agent is instantly provided with the necessary support and direction.

SESTEK Agent Assist's user-friendly interface enables users to customize real-time scenarios to match unique business workflows. Users can effortlessly add prohibited words, key phrases, and manage regulatory compliance issues.



Critical Scenario Creation

Scenarios can be categorized for reporting and marked as critical, ensuring they attract extra attention and require acknowledgment.

4. AI-Generated Insights

SESTEK Agent Assist's generative Q&A feature enables agents to receive instant guidance through AI, without any manual effort. When an agent is unsure of what to say during a conversation or encounters a question, they don't know the answer to, they can simply use the Ask GenAI button to get a relevant response within seconds.

Knowledge Base Integrations

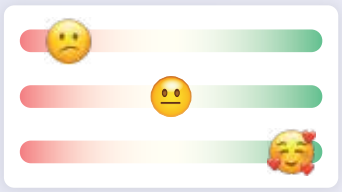
SESTEK Agent Assist is integrated with various knowledge bases and can also be connected to new ones. Its RAG-based Generative Q&A feature provides agents with guidance using predefined documentation, such as URLs, PDFs, and other document types. Additionally, the 3rd Party Knowledge Base can be integrated with SESTEK Agent Assist, allowing it to generate answers using Genesys's updated knowledge base when needed.

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5. Sentiment & Emotion Analysis

SESTEK Agent Assist instantly detects customer sentiment and displays it to both agents and supervisors simultaneously. This allows agents to easily track shifts in customer sentiment, ensuring they don't miss situations that require action. As a result, customer satisfaction and loyalty are enhanced.



Agent Screen

How supervisor sees Customer Sentiment

	ID	Agent	Duration	Sentiment	Moments
	3548561725	Annie Blake	22m	😐	Negative Sentiment
	3548561726	Jake Anderson	46m	🥰	Positive Sentiment

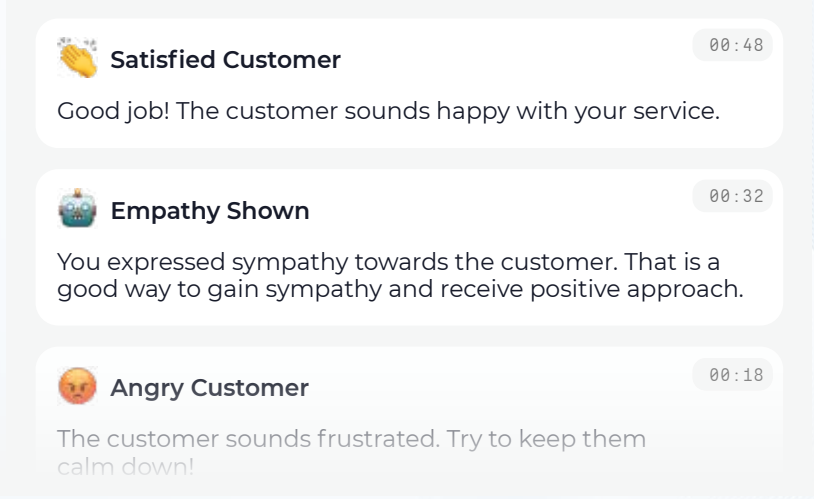
It also tracks the agent's emotional state to catch when the agent starts speaking in a monotone or too fast. Sometimes the agent may be doing such behaviors unconsciously while talking, especially later in the day; to prevent this, the agent is informed so that he/she can take action.

Scenario	Agent	Type	Output	Content
Monotoc...	Annie Blake	Monotonicity	1	Your speech has become monotonous! Try talk a little more lively and interactive. It may be helpful to raise your voice.

Example of a monotonic speech alert shown to the agent.

6. Scenario-Triggered Notifications

SESTEK Agent Assist enables organizations to create customized scenarios that detect specific phrases or key moments in real time, triggering alerts to guide agents and notifying supervisors when intervention is needed.

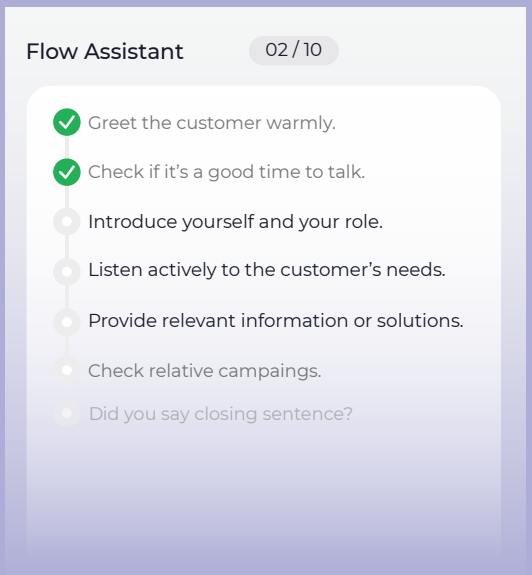


Notification received for critical scenarios will have to be acknowledged by the agent as seen.

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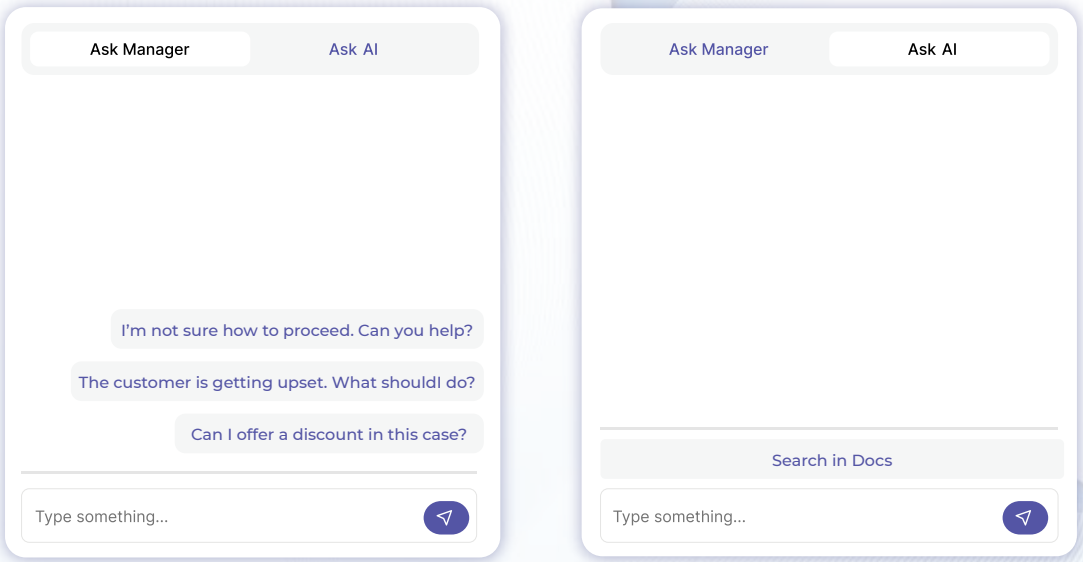
7. Agent Checklist

The agent checklist feature provides step-by-step guidance during interactions, enhancing accuracy and efficiency. Predefined checklists remain visible on the agent's screen throughout the conversation, ensuring no steps are missed.
Each step includes predefined phrases, and the relevant step is automatically completed when the agent uses the required word or phrase. The checklist interface enables agents to track and complete steps seamlessly during customer interactions.
Scenarios with checklists are prioritized in notifications, ensuring complete adherence to the process.



8. Instant Support Chat

SESTEK Agent Assist offers an integrated chat feature that allows agents to seamlessly connect with their supervisors for real-time support or engage with AI for instant help and guidance.
This dual-option chat functionality ensures agents receive the right assistance promptly, enhancing efficiency and customer satisfaction.



Instant support options.

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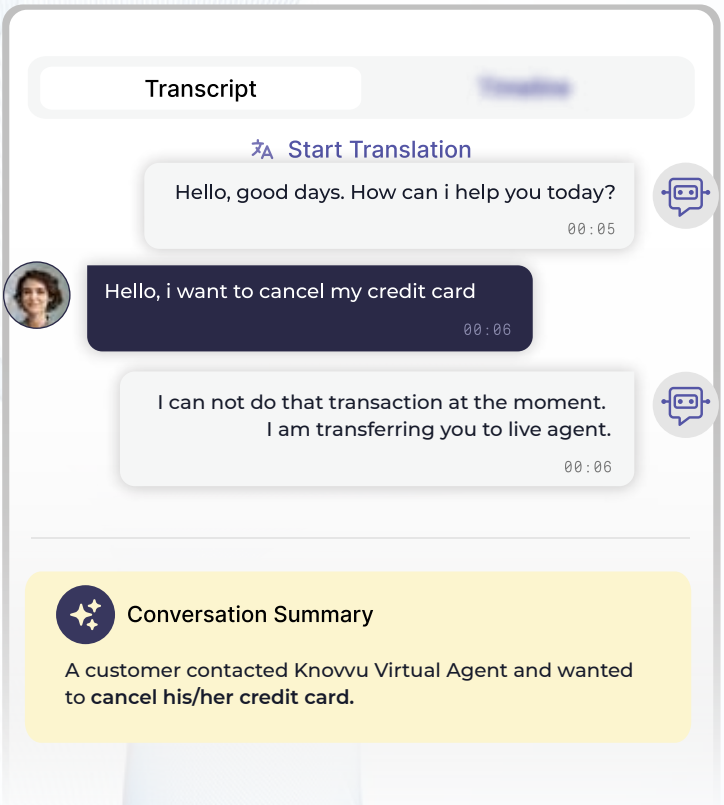
9. Automatic Summarization

Automatically generates the summary of a conversation as soon as it ends, showing agents the overall flow of the conversation, making it easier to identify good and bad parts.

Additionally, when a conversation is being transferred from a bot to a live agent, Agent Assist automatically generates the summary of the previous conversation between the customer and the bot. With this feature, when the agent starts a conversation, instead of reading the chat history and wasting time, he/she can examine the summary and dive into the conversation directly without making the customer wait or re-explain themselves.

The conversation between the customer and bot before the live agent.

What agent sees when joining the chat conversation.





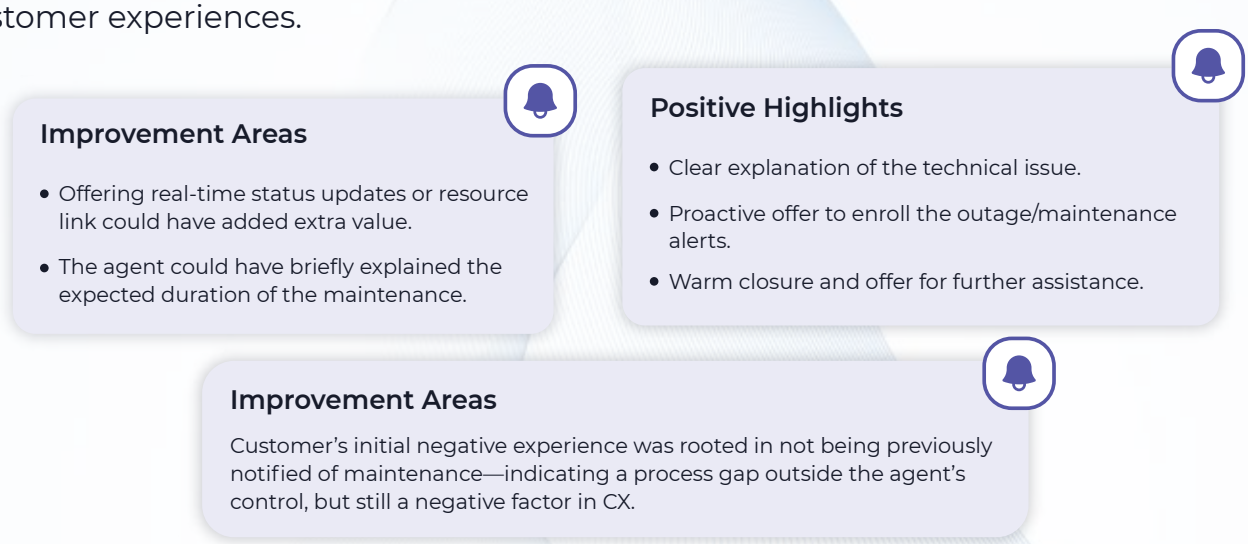
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10. Performance Insights

Performance Insights provides agents with a comprehensive report after each conversation, highlighting positive/negative aspects and opportunities for improvement. It also identifies follow-up actions that need to be taken by the agent after the conversation to ensure that they are not missed.

This feature empowers agents to continuously refine their skills and deliver exceptional customer experiences.



Example of performance insights

11. Comprehensive Reports

SESTEK Agent Assist generates daily, weekly, and monthly reports based on agents' conversations. These reports include details such as the number of scenarios triggered by agents and the number of alerting and motivating notifications they have received. Since scenarios are content-based and categorized by different action types, these reports provide insights into agents' areas for improvement and behavioral patterns.



Example of a monotonic speech alert shown to the agent.

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SESTEK is a conversational automation company helping organizations with conversational solutions to be data-driven, increase efficiency and deliver better experiences for their customers. Sestek's AI-powered solutions are built on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.

SESTEK is a part of **UNIFONIC**

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