SESTEK vs CallMiner

CONVERSATIONAL INTELLIGENCE

STRENGTHS

- **Turkish & MENA Contact Centers**
  Turkish, Arabic and mixed Arabic-English-Turkish speech models.
- **Flexible Quality Management**
  Mixed manual and automatic forms, calibration, per-question objections and pass/fail scoring.
- **Right-sized for Mid-size Centers**
  Fits centers that do not need a large annual recorded-hour commitment.
- **Voice Biometrics & Fraud Prevention**
  Voice Biometrics with deepfake detection in the same stack as analytics and speech.
- **Built for Regulated Buyers**
  On-premises Kubernetes (SESTEK- or customer-managed) or Türkiye hosting (Huawei Cloud Istanbul).

DEPLOYMENT & SPEECH

	SESTEK	CallMiner
Deployment	On-premises, private cloud or in-country hosting, including Türkiye	SaaS deployed on AWS
Speech Stack	In-house ASR & TTS; fine-tunable Turkish, Arabic and mixed-language models	Not evidenced as in-house

FEATURE ANALYSIS

Capability	SESTEK	CallMiner
Native ASR / TTS (in-house)	✔	✘
On-premises deployment	✔	✘
Private cloud deployment	✔	✘
In-country hosting in Türkiye	✔	✘
Private / BYO LLM	✔	✔
AI Agent	✔	✔
Sentiment analysis	✔	✔
Speaker diarization	✔	✔
AI categorization	✔	✔
AI insights	✔	✔
Advanced analytics (interruption, hesitation, block count & ratio)	✔	✔
Real-time agent assist	✔	✔
Automated QA (100% coverage)	✔	✔
GenAI summarization	✔	✔
AI-assisted evaluation	✔	✔
Language identification	✔	✔
Sentiment / topic & intent detection	✔	✔
Coaching	✔	✔
API data export	✔	✔
AI scorecards	✔	✔
Pre-built integration marketplace	✔	✔

✔ *Strong / native* ◐ *Partial, indirect or via partner* ✘ *Not offered / not evidenced*