

# SESTEK

Conversational Automation Company

## KNOVVU VIRTUAL AGENT

DATASHEET





# Super Agent At Every Customer Channel

With 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, Knowvu Virtual Agent understands customer intent and responds without needing live agents. Our market-leading speech recognition accuracy rate enables Knowvu Virtual Agent to effectively automate simple tasks, help increase self-service, and decrease costs for customer service operations.



## DIFFERENTIATORS

### 1. Improved Simplicity

Tasks like creating scenarios, designing forms and reporting can be executed %50 faster.

### 2. Better Accuracy

We are proud of our market-leading AI-based intent recognition accuracy rate of >97%.

### 3. All in One

SR, TTS, NLU, orchestrator and design studio. All in a single solution. No need for 3rd party involvement.

### 4. No Code Required

Smart conversations and complex flows can be designed with drag&drop. No IT support is required.

### 5. Domain Readiness

With pre-built and ready-to-go integrations, the solution is effective from Day 1.

## BENEFITS



### SERVE CUSTOMERS 24/7

Automate customer service tasks and respond to your customers around the clock without increasing costs.



### INCREASE EFFICIENCY

Add an extra agent at every customer channel to handle simple tasks so that the rest of your team can work on complex issues.



### REDUCE COSTS

From customer testimonials, we know that Knowvu Virtual Agent can save an average of 5 FTE (full-time equivalent) agent costs.

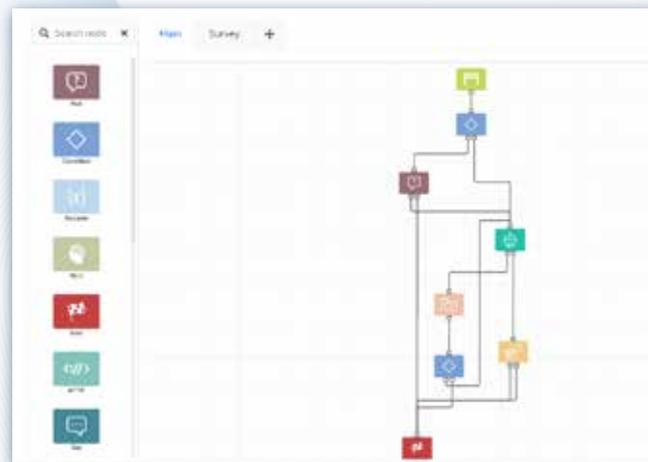
# Easy Design with Drag&Drop



## Practical Scenario Design

This feature helps users manage the interface between the client application and the various modules such as Speech Recognition, Text-to-Speech, NLP, and more. Prompts can be embedded that appear when the user makes an error in design.

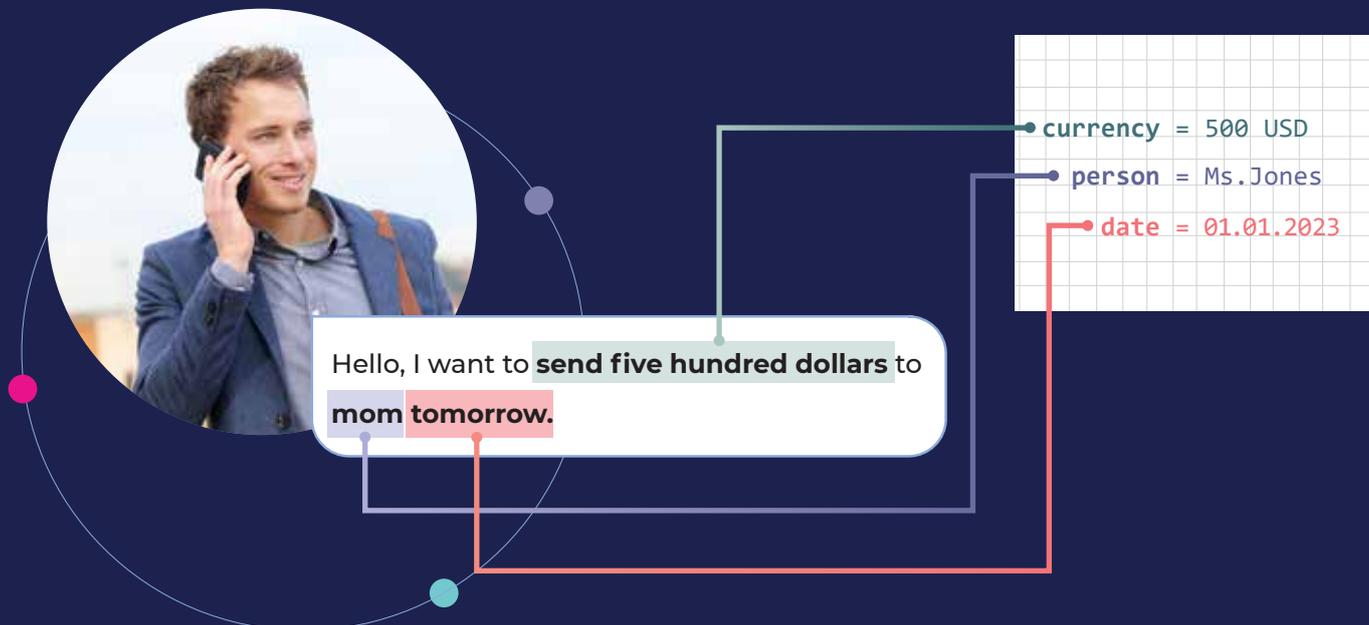
User-friendly design studio where non-technical users can design, build, test and deploy projects to the channels such as IVR, website, or Social Media.



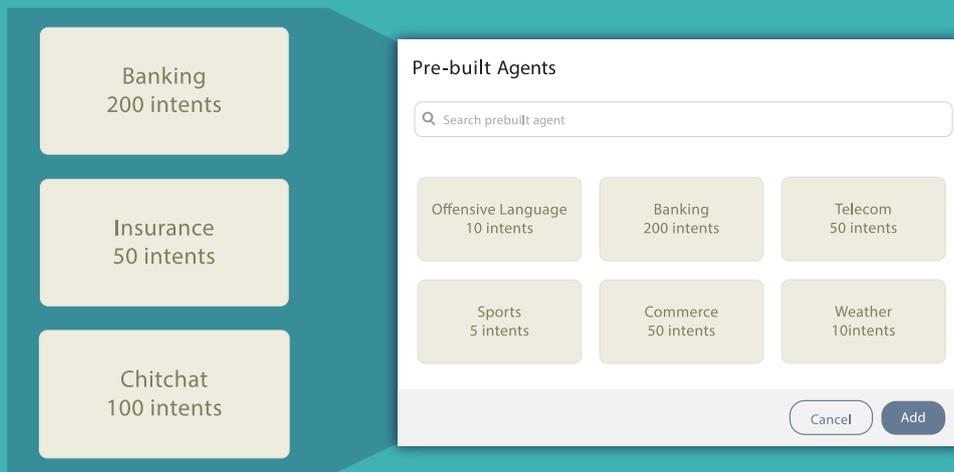
**Engaging Design Studio:** Smart conversations and complex business flows can easily be designed with a gamification mindset. No IT support is required.

## Named Entity Recognition

This feature extracts task-specific transactional information and automatically tags named entities. In addition to traditional regex (regular expressions) algorithms, you can use either pre-built entities or customize your own. Easy integration and full automation with your CRM solutions to recognize customized named entities.



# Fast and seamless self-service



## 1. Pre-Built Models

No need to create scenarios from scratch. Easy to incorporate our ready-to-use pre-built scenarios into your business flows. With pre-built intents, Knowvu Virtual Agent is ready to deliver an enhanced customer experience on Day 1.

## 2. Multi-channel Service

Companies can provide customers the same level of service on multiple channels such as mobile app, website, call center, WhatsApp.

## 3. Conversational AI

Using our AI technology, you can understand customer intent accurately, guide them towards the solution fast and respond to requests in different languages.

## 4. Clarification for Multiple Match

Sometimes customers use ambiguous phrases. In that case, Knowvu Virtual Agent will ask clarifying questions to understand customer intent better. For example, if customers say they want to check their card, Knowvu Virtual Agent might ask if they're asking about their card spending or outstanding limit.

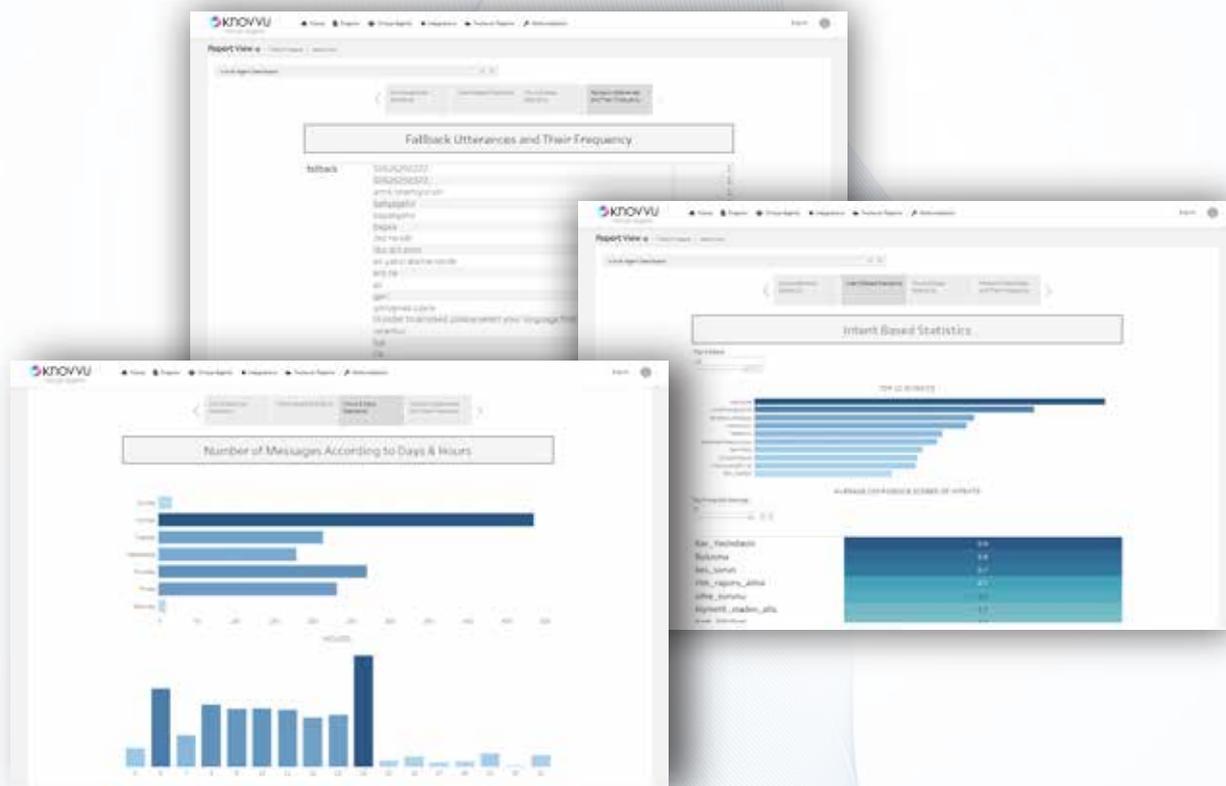
## 5. Extensive Linguistic Experience

With 20+ years of experience, we are the experts in linguistics. We have developed a proprietary and highly accurate intent recognition algorithm. Serving as the core of our Knowvu Virtual Agent technology, the solution uses NLP to engage with customers, understand their intent and interact with them just like a human agent.

# Higher efficiency and lowered costs

## 1. Lowered Costs

Knowvu Virtual Agent provides fast, personalized service to customers while increasing self-service rates. Unlike a live agent, it can process several interactions at once. Our technology provides a double-digit increase in self-service rates. This means significant cost savings in customer service operations.

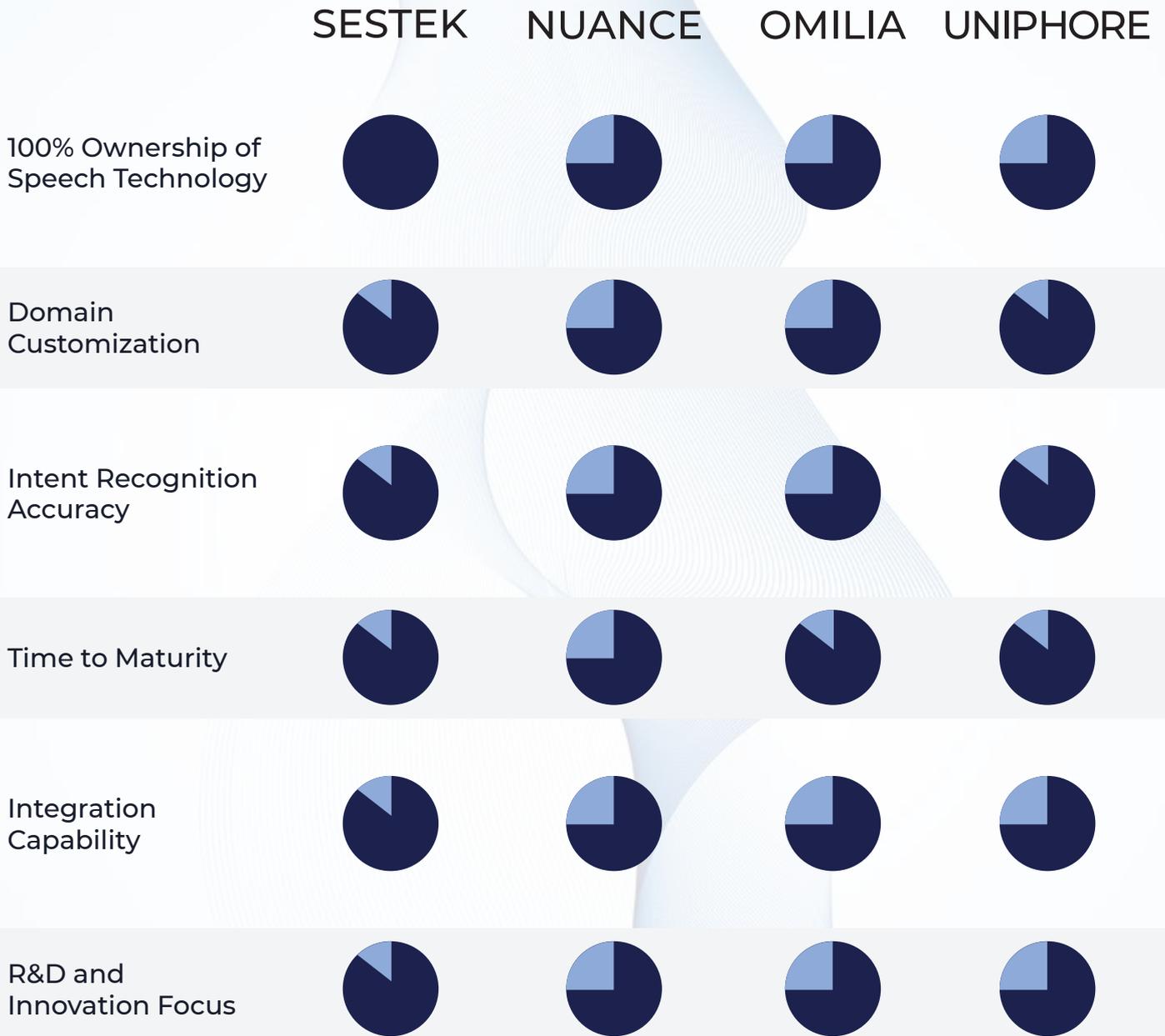


## 2. Comprehensive Reporting

Knowvu Virtual Agent offers detailed, comprehensive reporting. This helps you monitor customer interactions, then act on them when necessary. With reports on all dialogs and matches, you can get a sense of common customer issues and concerns. KPIs such as match/un-match status, intent trends, top intents and fallback utterances on the dashboard help you manage operations effectively.



## Comparison of Our Technology with Leading Vendors of Conversational AI



# Groupama Serves Customers 24/7 with Virtual Agent

“With a 96% speech recognition accuracy rate, our virtual agent answers 24% of our customer requests without needing live agents.”

— Chief Information Officer, Groupama

## THE CUSTOMER

Groupama, a French insurance and pension company is the 2nd largest mutual insurer in the world and has been operating in Turkey since 2009.

## THE CHALLENGE

Groupama aimed to minimize waiting times and increase customer satisfaction by providing 24/7 service without increasing its operational costs.

## THE SOLUTION

Using Knowvu Virtual Agent, Groupama customers now can self-serve by interacting with GUPI as if they are talking to a live agent 24/7.



GUPI  
the virtual agent

**97%**

Speech Recognition accuracy rate

**24%**

of customer requests answered by GUPI

**3** 

Full-Time equivalent agent cost saved

# SESTEK

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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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