

Conversational Solutions for Customer Service



Gartner®

Sestek is a Gartner-recognized vendor
for Speech-to-Text technology

COMPANY SNAPSHOT

22

YEARS OF TRACK RECORD IN CONVERSATIONAL TECHNOLOGIES FOR
CUSTOMER SERVICE

+200

CLIENTS IN 16 COUNTRIES USE SESTEK SOLUTIONS

R&D Expertise

- 70% of WORKFORCE ARE R&D ENGINEERS
(+100 engineers currently)
- 35 FUNDED R&D PROJECTS
1 ECSEL, 4 EUREKA and 1 EUROSTARS
- CONVERTING R&D EFFORTS INTO COMMERCIAL PROJECTS
88% of company revenue

100% In-house Developed Technologies

Speech
Recognition (SR)

Text-to-Speech
(TTS)

Voice
Biometrics

Natural Language
Processing (NLP)

Artificial
Intelligence (AI)

Speech and Text
Analytics

KEY CUSTOMER CHALLENGES THAT WE ADDRESS



Customers

I want service 24/7

Don't make me
memorize all my
passwords

I want to talk to your
supervisor!



Companies

Service Stage

Authentication Stage

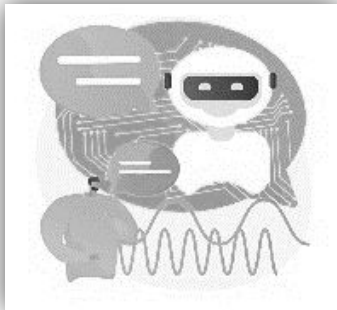
Improvement Stage

How can we increase
self-service?

How can we identify our
customers faster and
easier?

How can we improve
customer experience?

Conversational AI



- Virtual Assistants
- Speech Recognition (SR)
- Text-to-Speech (TTS)
- Artificial Intelligence (AI)
- Natural Language Processing (NLP)

Conversational Biometrics



- Active Verification
- Passive Verification
- Blacklist Identification

Conversational Analytics



- Speech & Text Analytics
- Real-time Analytics
- Automated Quality Management

What Businesses Achieve with Our Solutions



CASE STUDY 1: CONVERSATIONAL AI

THE CUSTOMER

VakıfBank is the **2nd** largest bank of Turkey and operates with +15,000 employees and + 900 branches.

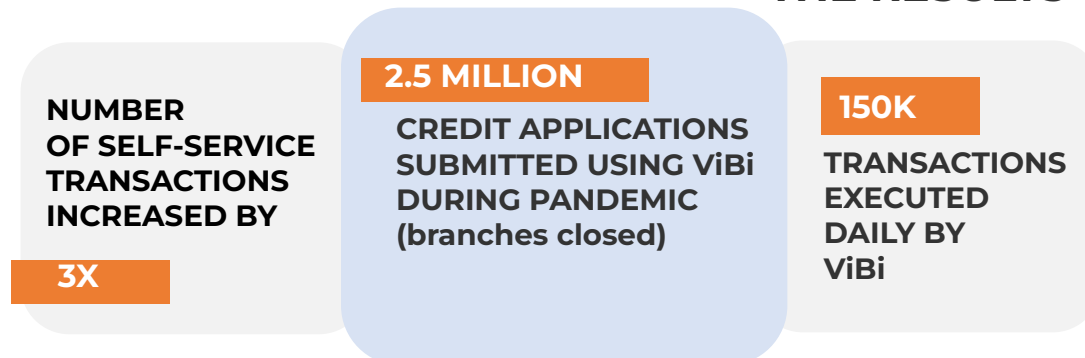
THE PROBLEM

As a part of its digitalization strategy, VakıfBank was planning to promote its existing mobile banking application and increase the self-service rates at this channel. The bank was searching for a smart banking assistant solution to help customers and execute the requested transactions.

THE SOLUTION

Using **Sestek's Conversational AI** technology, VakıfBank introduced Turkey's smartest banking assistant ViBi with the capability to execute more than 300 banking transactions

THE RESULTS



 **VakıfBank** | 



THE CUSTOMER

ING Turkey, a subsidiary of ING Group, one of the largest financial institutions globally, was targeting to effectively manage its call center operations with more than 500 agents.

THE PROBLEM

ING wanted to shorten authorization stages for customers without compromising on security.

THE SOLUTION

Sestek's Voice Biometrics helped decrease call duration and increase customer satisfaction at the same time.

THE RESULTS

NET PROMOTER
SCORE
INCREASED

19 SECONDS
DECREASED IN
AVERAGE CALL
DURATION

CALL QUALITY
INCREASED



CASE STUDY 3: CONVERSATIONAL ANALYTICS

THE CUSTOMER

A subsidiary of the world's largest insurance company, Cigna Turkey wanted to monitor, analyze, and improve the performance of its call center. They needed to monitor all of the customer interactions, analyze them, and score them for QM (Quality Management) objectively.

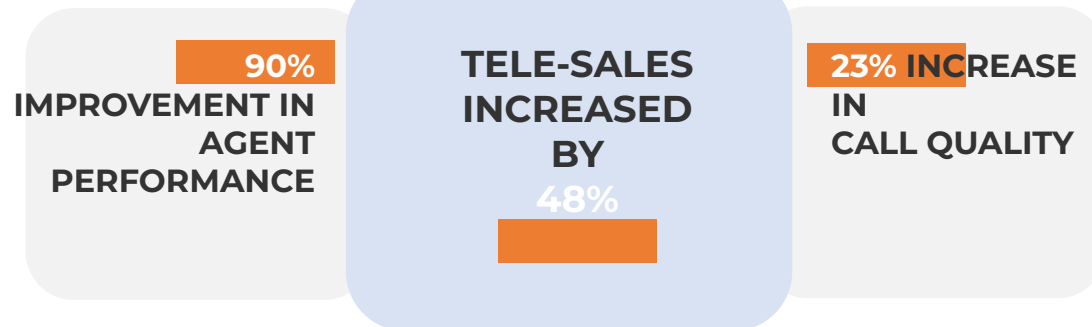
THE PROBLEM

Trying to monitor, analyze, and score all interactions was not possible because of the vast amount of interaction data. Cigna TR could only evaluate 3-5% of all interactions manually.

THE SOLUTION

Using **Sestek's Speech Analytics**, Cigna Finans monitored and evaluated 100% of customer-agent interactions at its contact center and obtained actionable insights to train agents accordingly.

THE RESULTS





PARTNERSHIPS



SELECT CUSTOMERS

Conversational AI



Conversational Biometrics



Conversational Analytics





THANK YOU

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