

Smarter AI Across Your Entire Customer Experience



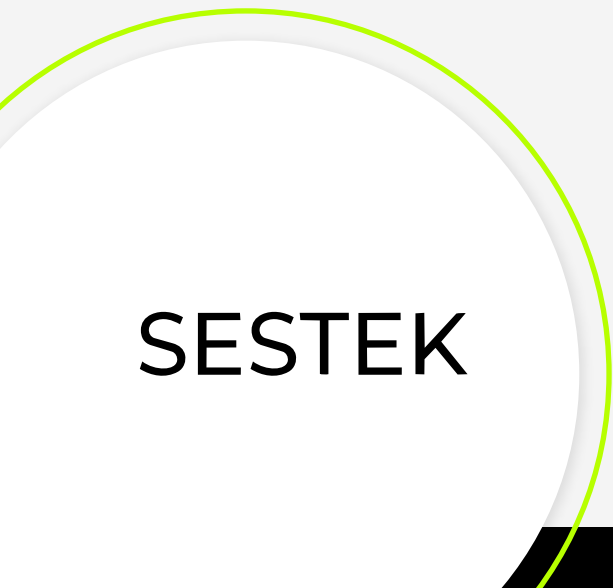
AI That Delivers Measurable Business Outcomes

CallTower and **SESTEK** help organizations apply AI across the customer journey to improve service, increase efficiency, strengthen security, and enhance customer experiences.

Whether you're looking to automate routine interactions, support agents in real time, expand multilingual capabilities, or gain deeper customer insights, SESTEK delivers practical AI solutions that integrate with your existing contact center environment.

Business Outcomes:

- **Reduce** customer effort and wait times
- **Increase** self-service and call containment
- **Improve** agent productivity and consistency
- **Gain** visibility into every customer interaction
- **Strengthen** authentication and fraud prevention
- **Expand** multilingual support without increasing costs
- **Scale** AI initiatives at your own pace



SESTEK

About SESTEK

SESTEK is a global conversational AI provider with more than 20 years of experience helping organizations modernize customer interactions.

SESTEK

Proven Innovation



of revenue
invested
in R&D



Enterprise-scale
deployments
worldwide



in-house
developed
technology



years of
AI expertise

Its cloud-agnostic platform combines conversational AI, analytics, voice biometrics, real-time guidance, and multilingual capabilities in a unified solution designed specifically for contact centers.



Virtual Agent

Automate customer interactions across voice and digital channels with conversational AI.

BENEFITS

- 24/7 customer self-service
- Reduced agent workload for routine requests
- Faster response times
- Consistent customer experiences across channels

Voice Biometrics

Authenticate customers quickly and securely using their voice.

BENEFITS

- Faster authentication
- Reduced fraud risk
- Improved customer experience
- Lower operational costs

Real-Time Translation

Enable seamless communication between agents and customers across multiple languages.

BENEFITS

- Expanded language coverage
- Improved accessibility
- Better global customer engagement

Analytics & Automated Quality Management

Analyze 100% of customer interactions to uncover insights, measure performance, and improve service quality.

BENEFITS

- Sentiment analysis
- Automated quality scoring
- Trend identification
- Compliance monitoring

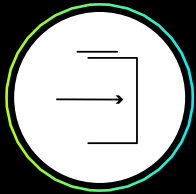
Real-Time Guidance

Provide agents with live recommendations, alerts, and coaching during interactions.

BENEFITS

- Improved agent performance
- Increased compliance
- Faster issue resolution
- More consistent customer experiences





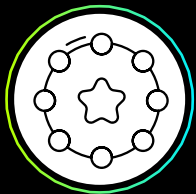
AI Strategy Before Technology

Successful AI initiatives start with identifying where AI can deliver measurable business value. CallTower helps organizations assess their customer experience environment, prioritize use cases, and build a practical roadmap for adoption.



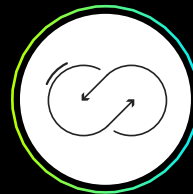
Multi-Platform Experience

CallTower supports AI deployments across leading CX ecosystems, including Genesys, Five9, Webex Contact Center, Zoom Contact Center, CT Contact Center, and Ascend Teams Contact Center.



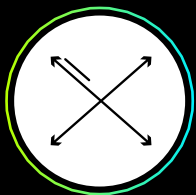
Deep Contact Center, CX & AX Expertise

Our team combines expertise across customer experience, contact center operations, AI, workforce engagement, and communications platforms. We help organizations integrate AI into existing CX environments without disrupting operations.



End-to-End Implementation & Optimization

From solution design and deployment to integration and ongoing optimization, CallTower helps organizations maximize the value of AI investments while accelerating time to results.



Enterprise-Ready Delivery

Whether deployed in public cloud, private cloud, or hybrid environments, CallTower helps organizations implement AI solutions that align with security, compliance, and operational requirements.



Put AI to Work Where It Matters Most

CallTower helps organizations assess their CX environment, identify opportunities for automation and intelligence, and implement AI solutions that deliver measurable business outcomes.