

Get to know Creative Virtual

Global leader in virtual agent, chatbot, live chat & conversational AI solutions



“This is an agile and highly-scalable conversational technology platform. Simply put, V-Person delivers seamless, fully-integrated, end-to-end customer engagement.”

*Stephen Loynd, Global Program Director,
Digital Experience, Frost & Sullivan*



Creative Virtual’s industry-leading engagement solutions bring together **humans and AI** to create conversations with customers and employees across touchpoints in a seamless, personalised way and at large scale. Our highly experienced team delivers best practice expertise alongside our innovative and award-winning **V-Person™** technology to build, implement and optimise your conversational AI strategy for long-term success.

We collaborate with large enterprises around the world to improve their customer and employee experiences while reducing support costs and increasing revenue. Our chatbots and virtual agents currently have over **80 million** conversations per year, and that number is rapidly growing. With proven contact deflection rates of up to **80%** and reductions in call handling times by up to **40%** in the contact centre, our solutions are achieving ROI in less than **12 months**.

We have offices around the globe and an extensive Partner Network, giving organisations both localised support and international insights. Our technology has **proven success** across sectors, and our customers are happy to share their experiences with our team and solutions.



Responsive and Adaptive, Thought Leaders, Consistently Delivers Meaningful Results

“Responsive and adaptive; very nimble delivery model (fast ramp up time, fast engagement and assignment of resources). Collaborative and agile approach. Highly skilled resources with deep subject matter expertise. Strong thought leadership. Meaningful results (improved call deflection rates). Innovative product set and roadmap, with particular strength in process mining tools and method combined with intent libraries.”

Gartner Peer Insights Review, <https://www.gartner.com/reviews/review/view/1040756>*

Learn more about our innovative solutions & connect with our expert team

www.creativevirtual.com | info@creativevirtual.com

*Gartner Peer Insights reviews constitute the subjective opinions of Individual end users based on their own experiences, and do not represent the views of Gartner or its affiliates.

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V-Person™

virtual agent/chatbot technology

- Can be deployed across any channels, including: web, mobile, social media, messaging apps, voice, IVR, smart speakers, kiosks, contact centre, HR, service desk
- Flexible integration options and unlimited customisation by channel, product, business unit, user profile and device
- Unique hybrid approach of natural language processing (NLP) and machine learning for continuous improvement and reliability
- Over 35 languages currently available
- Options for hosting on-premise, in the cloud and in a private cloud



V-Person Live Chat™

live chat technology

- Deeply integrated with V-Person virtual agent technology for a seamless customer experience and better agent support
- Unique feedback loop allows live chat agents to help improve the virtual agent

Experienced, expert team

As a pioneer in the chatbot and virtual agent industry, Creative Virtual has played an important role in the advancement of this technology and the ways it can be implemented for over 16 years. Our highly experienced team provides:

- Best practice expertise alongside our innovative and award-winning technology
- Guidance on implementation, ongoing development and optimisation to enable long-term success
- Consultation to build a business case, develop a conversational AI strategy and improve existing chatbot projects

V-Portal™

orchestration platform

Knowledge management, workflow management and business intelligence platform underpinning V-Person virtual agent/chatbot and live chat implementations and providing a single place to:

- Bring together content sources
- Manage the intents
- Blend together NLP, human curation of content, AI and machine comprehension
- Create conversations with customers and employees across touchpoints in a seamless, personalised way and at large scale



creativevirtual
The science of conversation™