

# Get to know the Creative Virtual team

## An experienced, expert partner for your conversational AI strategy

As a leading provider of virtual agents, chatbots and live chat, Creative Virtual's success lies in the ability of our highly experienced team to deliver best practice expertise alongside our innovative and award-winning technology. Our global team supports installs in nearly 20 countries and over 35 languages, providing both localised support and international insights to our customers and partners.

### A trusted extension of your team

Building long-term, personal relationships is key to our mission of delivering successful solutions. With two-thirds of our team having at least three years with the company, our low staff turnover rate creates consistency in our managed services and means our team gets to know the specific goals, history and intricacies of each of our deployments. It also means that we have a team that knows our technology inside and out along with the best ways to implement it for both quick wins and long-term successes.



"I've found the Creative Virtual team a pleasure to do business with. Our contact, Maria, is so helpful and friendly. She's always on hand if we need any support or have a query, and happy to make suggestions in order to improve the service we can offer to our customers through our chatbot."

- Emma Stroud-Osourn, Digital Customer Experience Officer, Quadiant UK Ltd



"The service from Laura and Andi has been great since we launched our Virtual Assistants. They have been on hand to support with any questions I have and support I've needed. During the tough times of the COVID-19 outbreak we have had to make multiple changes quickly, and they have made this process simple."



"Romas is always thinking how to take what we've asked for and do it better. He's flexible, happy to build a working prototype from an outline sketch and is focused on getting the details right when it comes to build and roll-out to customers."

- Major Financial Services Group



"While most organisations realise the need to apply AI and machine learning to their customer experience initiatives, Creative Virtual stresses the need to be smart about the choices the client makes. Its expert team helps clients chart a more thoughtful course through the confusing set of options in the industry today."

- Stephen Loynd, Global Program Director, Digital Experience, Frost & Sullivan, naming Creative Virtual the Product Leader in AI-Enhanced Customer Self-Service



"We are really proud of our partnership with Creative Virtual that has enabled us to design, build and deploy impactful virtual agent solutions in so many scenarios. It's great to work with a team who complement our CX transformation focus and really align to our culture."

- Rik Johnson, Head of Intelligent Automation, Stellar

Learn more & connect with our expert team:

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**creativevirtual**  
The science of conversation™