

# Get to know the Creative Virtual team

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



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 more than 16 years. We owe our success as a company to the ability of our highly experienced team to deliver best practice expertise alongside our innovative and award-winning virtual agent, chatbot and live chat technology. Organisations around the world rely on the guidance and consultation our team provides to help them build, implement and optimise their conversational AI strategy for long-term success.

### A global team of individual experts

The Creative Virtual global team provides both localised support and international insights for our customers and partners. Our unique backgrounds and experience give the company a well-rounded approach to the development, implementation and maintenance of our innovative technologies. We combine that with a deep understanding of the chatbot, virtual agent and live chat industry to deliver best practice expertise alongside our technology.

Building long-term, personal relationships with our customers and partners is key to our mission of delivering successful solutions. 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.

### An award-winning combination of people and technology

When it comes to your virtual agent, chatbot and live chat strategy, there is no one-size-fits-all approach. Our expert team has the knowledge and experience to collaborate with you to build a business case, develop a customised strategy and guide you step-by-step through implementation, ongoing development and optimisation. It is our combination of expert people and innovative technology that earned us the Queen's Award for Innovation and Frost & Sullivan's AI-Enhanced Customer Self-Service Product Leadership Award and sets us apart from all other industry vendors in the market today.

Learn more & connect with our expert team:

[www.creativevirtual.com](http://www.creativevirtual.com) | [info@creativevirtual.com](mailto:info@creativevirtual.com)

#### Of our global team members:

- ★ 66% have 3+ years with Creative Virtual
- ★ 20% have 10+ years with Creative Virtual
- ★ 26% have 10+ years in the chatbot, virtual agent & live chat industry

#### Of our senior team members:

- ★ 74% have 10+ years in the chatbot, virtual agent & live chat industry
- ★ 63% have 10+ years with Creative Virtual

**creativevirtual**  
The science of conversation™