



CUSTOMER SUCCESS STORY

UK Government Department

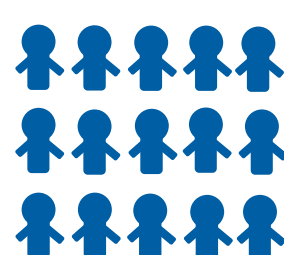
This large Government Department in the United Kingdom uses a V-Person™ virtual agent from Creative Virtual to deliver personalised self-service that is reducing internal service desk support costs and improving employee productivity.

CHALLENGE

When the contract to provide the department's internal IT service desk was up for renewal, a new requirement of reducing costs by 30% while maintaining the same level of service was identified. The current provider determined that adding a self-service virtual agent was the best way to meet this goal. After an in-depth evaluation process, they selected Creative Virtual's V-Person as the best virtual agent technology.

END USERS

SUPPORT
200,000
INTERNAL USERS



HOSTING



HOSTED IN
PRIVATE CLOUD ENVIRONMENT

SOLUTION

In partnership with the other vendors, the Creative Virtual team developed a virtual agent to support help desk requests, system access and password resets, as well as provide application support and assistance for Office 365. The system was designed to give department employees access to the proper tools to troubleshoot and solve common problems anytime, anywhere.

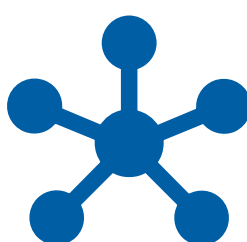
In order to reach the cost reduction goal, the team implemented a tiered approach, guiding users through more cost effective support options first.

INDIVIDUAL SUPPORT

PERSONALISED ANSWERS
BASED ON USER'S PROFILE & PERMISSIONS



INTEGRATIONS



VIRTUAL AGENT INTEGRATED WITH
9 SYSTEMS*

* Including V-Person Live Chat™, Active Directory, Catalogues, Ticketing Systems, Call Back and Call Me Now Systems



RESULTS

INTERACTIONS

180,000
INTERACTIONS PER MONTH



RESOLUTION

80% FIRST CONTACT RESOLUTION

CALL DEFLECTION



50% CALL DEFLECTION TO SELF-SERVICE WITHIN 8 MONTHS

LIVE CHAT ESCALATION

ONLY 9% OF TRANSACTIONS ESCALATED TO LIVE CHAT



Why Creative Virtual?

Creative Virtual, winner of the Queen's Awards for Enterprise: Innovation 2017, is a global leader in conversational self-service solutions that bring together humans and artificial intelligence to enable anywhere, anytime customer and employee engagement. Our innovative virtual agent, chatbot and live chat solutions, backed by our award-winning knowledge management and business intelligence platform, empower organisations to provide consistent, accurate, personalised and seamless omnichannel engagement across all contact channels.

Learn more at www.creativevirtual.com or email info@creativevirtual.com.

