



Creative Virtual Partner Programme

A partner relationship that grows your business and brings your customers closer

In today's competitive marketplace it is a challenge to differentiate your organisation from other vendors and protect your customer base from being picked off by your competitors. Creative Virtual's Partner Programme offers you market-proven products, excellent income potential and robust sales support so that you can stand out from your competition and build a new, profitable revenue stream.

What makes Creative Virtual unique?

Creative Virtual's conversational platform brings together humans and artificial intelligence (AI) to enable anywhere, anytime customer and employee engagement. Based on our extensive industry experience, we understand how organisations want to use virtual agents, chatbots and live chat to deliver effective information and support. We have combined human input with machine learning in a way that creates efficiency and predictability for brands and their customers.

Our combination of natural language virtual agents with knowledge management, workflow management and a business intelligence reporting platform is unique in the marketplace today. Our solutions have been designed to integrate with existing infrastructures and tools – including live chat, site search, social networks, community forums, speech technology and personalised account information – as well as with backend systems (e.g. contact centre and CRM systems) and solutions you already offer to your customers. It is a complementary solution that doesn't require lengthy

development or implementation commitments from organisations and enables them to open up information silos to self-service channels.

Our powerful reporting functionality combines Voice of the Customer feedback with predictive analytics to give unique insight into customer behaviour and interactions not possible with other platforms in today's market. The real-time reporting enables organisations to examine trends and feedback to make better informed customer experience decisions.

We were named a Cool Vendor in Smart Machines by Gartner in 2015 and identified as the first vendor to implement personalised answers in virtual assistant technology. The Patricia Seybold Group concluded that our knowledge management technology is 'a significantly strong differentiator in the industry and one that will exceed customer expectations.' Creative Virtual was honoured with the prestigious Queen's Awards for Enterprise: Innovation 2017 for outstanding commercial success of our innovative technologies.

We are headquartered in the United Kingdom and operate globally with regional offices from the Americas to Australia. Organisations around the world, including HSBC, BT, Chase, InterContinental Hotels Group and Lloyds Banking Group, rely on our technology to engage customers across various contact channels – web, mobile, SMS, social media, contact centre, live chat, service desk, kiosk, and IVR. Whether public facing, used as an internal service desk or deployed for contact centre agents, our platform will help your clients reduce their customer support costs, increase customer satisfaction and ultimately increase sales, with ROI in typically less than 12 months.

Why partner with Creative Virtual?

We offer a variety of partnership options to fit the level of investment that's right for your organisation, from joining our partner network as a sales agent to becoming a fully certified partnering organisation. We provide support and training to help you generate revenue and maximise success.

Our partners bring their clients new and innovative solutions to improve customer experience and generate significant cost savings. By adding our multi-lingual omnichannel V-Person™ technology to the suite of tools and solutions your company already offers, you can quickly differentiate yourself from your competitors. You and your customers benefit from the experience and expertise of the Creative Virtual team and our agile, customer-focused approach to development and technological improvements.

How do I learn more?

We'd love to talk to you about taking part in Creative Virtual's Partner Programme! Visit our website www.creativevirtual.com or email us info@creativevirtual.com to learn more.