V-Person Live Chat™

Combine virtual and real support with a live chat solution that is defining industry best practice

Many organizations are turning to live chat as a customer support tool to improve online customer service and deflect calls from the contact center. With V-Person Live Chat from Creative Virtual, companies are empowered to deliver a fully integrated support experience by combining self-service virtual agents and human-assisted live chat.

An improved experience for customers and live chat agents

A V-Person virtual agent understands questions asked in natural language and instantly provides users with the personalized information they seek. By offering customers an easy and convenient way to self-serve, organizations are seeing call deflection rates of 20-30% and reductions of up to 80% in live chat sessions. Based on a set of customizable rules and triggers, the virtual agent can seamlessly escalate users from virtual to real agent, with a complete history of their conversation being passed to the live chat agent.

V-Person Live Chat is integrated with the same knowledgebase being used to power the self-service virtual agent. As customers ask questions, the platform automatically presents live chat agents with the response found in that knowledgebase. Agents then have options to reply with the answer as it appears, send an edited version of the text or type in their own response. The customizable console also gives options for agents to provide real-time feedback and suggestions on content that is inaccurate, incomplete or out-of-date. V-Person Live Chat

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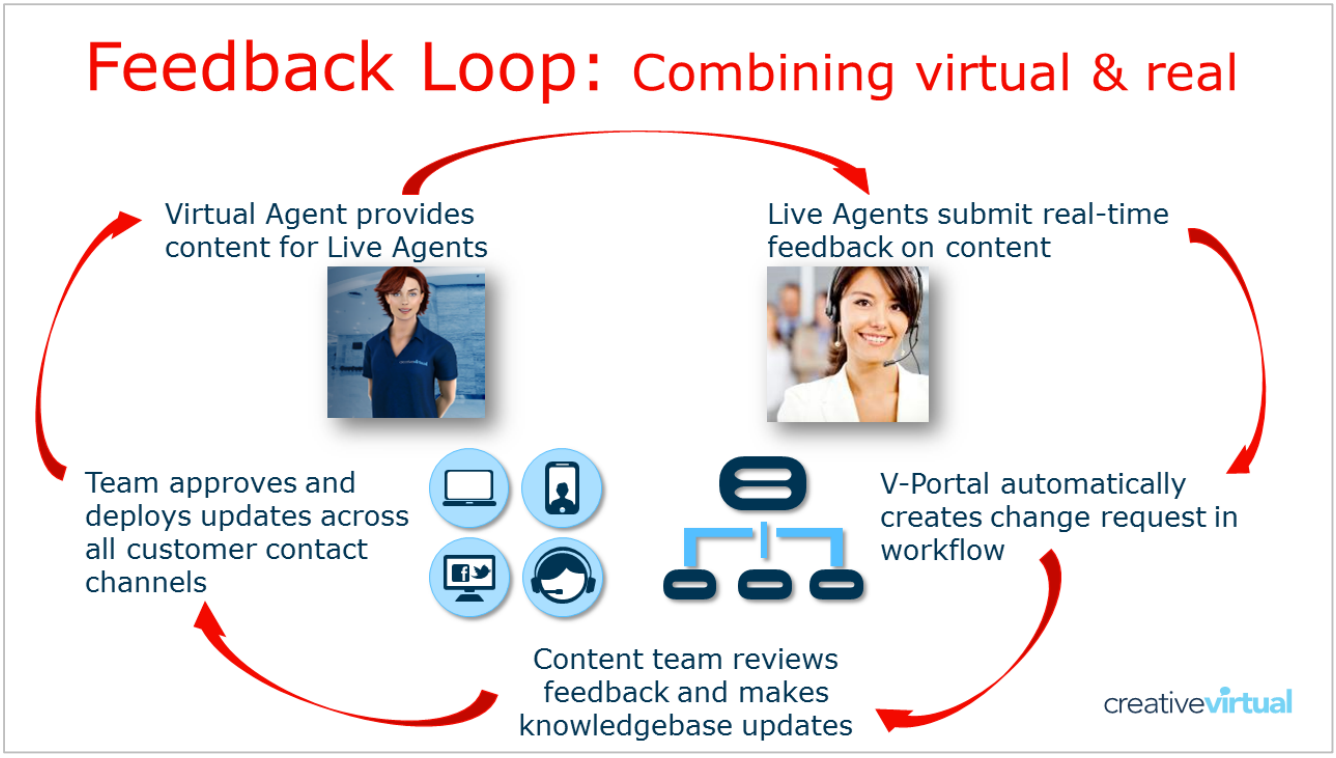
integrates with social media platforms such as Twitter, support communities and discussion forums as well to provide a central console for all live agent interactions.

A solution defining industry best practice

V-Person Live Chat is backed by V-Portal™, Creative Virtual's intelligent knowledge management, workflow management and business intelligence reporting platform, which provides tightly integrated editing, testing, workflow and reporting functionality. The unique feedback loop, which enables agents to help keep content accurate and consistent for both virtual and live agents just by doing their normal jobs, is defining industry best practice.



Options are available for your solution to be hosted on-premise or in the cloud. Regardless of whether you opt for a fully managed service from Creative Virtual or one of our partners, to manage the system in-house, or for a combination of these, you will always benefit from the on-going support and expertise of the experienced Creative Virtual team.

Why Creative Virtual?

Creative Virtual is a world leader in cutting-edge solutions that enable anywhere, anytime engagement between brands and their customers and employees. Leading global organizations rely on our award-winning V-Person technology to improve their support experience, increase sales, reduce costs and build brand loyalty.

To learn more about how our customer engagement platform can improve the success of your support strategy, visit our website www.creativevirtual.com/us or email us infousa@creativevirtual.com.

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