



V-Person Service Desk™

Reduce service desk support costs and improve productivity with personalised self-service options

The service desk is more important than ever to organisations and, with the right tools in place, presents the perfect opportunity to improve productivity and efficiency. With V-Person Service Desk from Creative Virtual, employees are empowered to self-serve on their preferred device regardless of when and where they need support. Your V-Person virtual agent will understand questions asked in natural language and instantly provide users with the personalised information they seek. By offering employees an easy and convenient way to self-serve, organisations are seeing average call deflection rates of 20-30% and reductions of up to 80% in live chat sessions that might otherwise have required service desk agent support.

V-Person Service Desk is designed to be complementary to the systems and processes already in place and can be easily integrated with existing Single Sign-On (SSO) and ticketing systems, as well as with third party databases. By integrating with your SSO system, the virtual agent is able to provide employees with an extremely personalised experience based on pieces of information unique to each user, such as their name and location, which devices they have, the system they run on, and applications to which they subscribe, with no extra effort needed from the employee seeking support.

Integration is also possible with live chat systems in order to provide a seamless handover from the virtual agent to a live agent if required. As part of this handover, V-Person provides a

complete history of the conversation to the live agent so users do not have to repeat themselves. Options to provide real-time feedback and suggestions lets agents keep content accurate, up-to-date and consistent just by doing their normal jobs, and enables you to create a feedback loop in line with industry best practices.

With V-Person Service Desk, organisations are able to 'shift work left' by giving employees the proper tools to troubleshoot and solve common problems anytime, anywhere. This reduces service desk costs while improving the experience and meeting user expectations for accurate, consistent access to support.

V-Person Service Desk 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. Organisations can easily manage the flow of content and deploy virtual agents on any channel from one single platform. 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 self-service solutions that enable anywhere, anytime engagement between brands and their employees and customers. Leading global organisations rely on our award-winning V-Person technology to improve their support experience, increase sales, reduce costs and build brand loyalty.

Backed by an experienced, expert team as well as an extensive partner network, our innovative virtual agent, knowledge management and business intelligence platform empowers organisations to provide consistent, accurate, personalised and seamless omnichannel engagement.

To learn more about how our Smart Help technology can improve the success of your support strategy, visit our website www.creativevirtual.com or email us info@creativevirtual.com.

