

# Get to know V-Person™

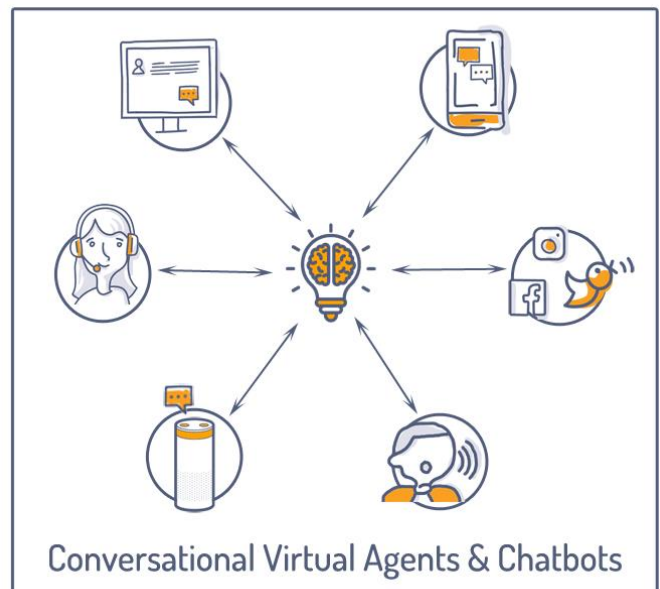
## Conversational virtual agent and chatbot technology that brings together humans & AI

Creative Virtual's V-Person virtual agent and chatbot technology brings together humans and AI to create conversations with customers and employees across touchpoints in a seamless, personalised way and at large scale. With proven contact deflection rates of up to 80% and contact centre reductions in call handling times up to 40%, V-Person solutions are achieving ROI in less than 12 months.

### Offer 24/7 access to personalised, smart self-help

Underpinned by V-Portal™, the most functional virtual agent, chatbot and live chat management platform on the market today, V-Person solutions:

- ★ Can be **deployed across any channel** – including web, mobile, social media, messaging apps, voice, IVR, smart speakers, kiosks, contact centre, company intranets, HR and service desk - from a single knowledgebase
- ★ Offer **flexible integration** options and **unlimited customisation** by channel, product, business unit, user profile and device
- ★ Incorporate a unique hybrid approach of natural language processing (NLP) and machine learning for **continuous improvement and reliability**
- ★ Deliver conversational support in more than 35 languages with **accuracy of over 90%** within two months of go live
- ★ Provide options for hosting **on-premise**, in the **cloud** and in a **private cloud**



### Conversational AI for customers, employees and contact centre agents

The flexibility of V-Person lends itself to a wide range of successful use cases to support customers, employees and contact centre agents across all industry sectors. Regardless of whether you opt for a fully managed service from Creative Virtual or one of our partners, to manage your V-Person in-house, or for a combination of these, you will always benefit from the on-going support and expertise of the company named the Product Leader in AI-Enhanced Customer Self-Service by Frost & Sullivan, awarded The Queen's Awards for Enterprise: Innovation and identified as a Leader in Everest Group's Intelligent Virtual Agents Products PEAK Matrix Assessment.

Learn more about V-Person & connect with our expert team:

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**creativevirtual**  
The science of conversation™