

Get to know V-Person™

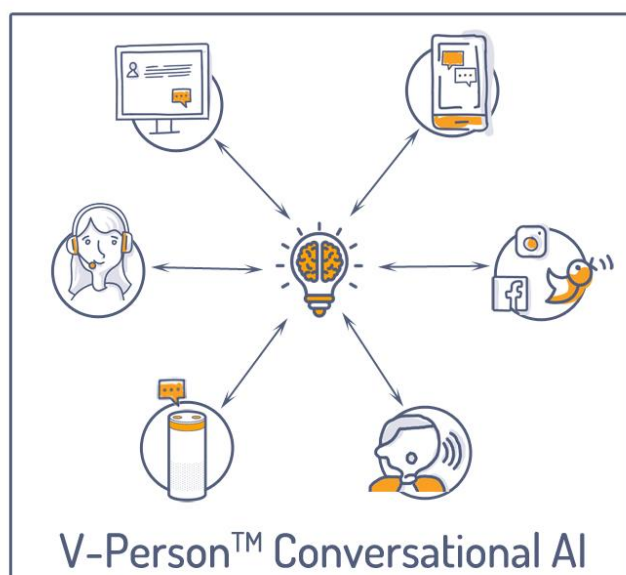
Flexible & effective conversational AI technology

Creative Virtual's V-Person chatbot, virtual agent, and live chat 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 support

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

- ★ Can be **deployed across any channels** – 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
- ★ Utilise **tightly integrated feedback loops** to enable live agents to help improve self-service
- ★ Feature built-in **security and authentication** for personalised and transactional conversations
- ★ Incorporate a perfect blend of natural language processing (NLP) and machine learning for **continuous improvement and reliability**
- ★ Deliver conversational support in 40 languages with guaranteed **accuracy of 95%+**
- ★ Provide options for hosting **on-premise**, in the **cloud** and in a **private cloud**



Conversational AI for customers, employees, & 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. The technology is designed to power innovative solutions that meet your real business needs and goals.

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 localised support and international insights of our expert team. We can help you build a business case, develop a successful conversational AI strategy, and even improve existing chatbot, virtual agent, and live chat projects.

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

www.creativevirtual.com | info@creativevirtual.com

creativevirtual
The science of conversation™