

Get to know V-Portal™

A powerful orchestration platform underpinning V-Person™ virtual agents, chatbots & live chat

V-Portal is the most functional virtual agent, chatbot and live chat management platform in the market today. It delivers tightly integrated editing, testing, workflow and reporting functionality in a single platform and differentiates Creative Virtual's solutions from all other available conversational AI products. With V-Portal, organisations can create conversations with customers and employees across touchpoints in a seamless, personalised way at large scale and gain valuable insights into those interactions.

A single place to manage it all

The V-Portal orchestration platform provides one place to:

- ★ Bring together content sources and AI systems
- ★ Manage the intents
- ★ Blend together natural language processing (NLP), human curation of content, artificial intelligence (AI) and machine comprehension
- ★ Create seamless, personalised conversations customised by channel, product, business unit, user profile and device
- ★ Set customisable user permission and workflow settings for the creation, approval and publishing of content
- ★ Generate and analyse conversational analytics and user feedback data and reports



A platform developed on industry experience for real engagement goals

V-Portal's functionality is designed around the real needs of organisations and their customer and employee experience goals. The flexibility and scalability of the platform is why Creative Virtual was 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-Portal & connect with our expert team:

www.creativevirtual.com | info@creativevirtual.com

creativevirtual
The science of conversation™