V-Person™ for Employee Support

Improve employee experience & reduce costs with personalized self-service options

Supporting employees is more important than ever for organizations and, with the right tools in place, presents the perfect opportunity to improve productivity and efficiency. Whether it's IT Service Management (ITSM), human resources (HR) or staff training, empowering employees to self-serve when and where they need support reduces costs and improves their experience. The V-Person virtual agent platform from Creative Virtual gives you the power to provide employees with easily accessible, personalized information.

Flexible technology for customized, seamless support

V-Person offers flexible integration options and unlimited customization by channel, product, business unit, user profile and device. The technology is designed to be complementary to the systems and processes already in place and can be hosted on-premise, in the cloud or in a private cloud to meet your security requirements.

Our solutions can be easily integrated with Single Sign-On (SSO), ticketing systems, knowledge management platforms, employee profiles, voice systems, live chat systems, call back and other third-party databases. This means you can provide an extremely personalized experience based on pieces of information unique to each user with no extra effort needed by employees. Employees can also be seamlessly handed over from the virtual agent to human-assisted options, such as live chat or call back, when needed.

The flexibility of V-Person lends itself to a wide range of successful employee support use cases, including:

- **IT support** – help desk requests, system access and password resets, application support
- **HR support** – company policies/procedures support, time-off requests, payroll questions, expense report assistance
- **Employee onboarding** – first day information, documentation completion
- **Staff support** – customer-facing employee support, staff training, in-branch support, product guides, device/machine support

Powerful orchestration platform to create personalized conversations

V-Person virtual agents, chatbots and live chat are underpinned by V-Portal™, our powerful orchestration platform that allows you to create conversations with employees across touchpoints in a seamless, personalized way and at large scale. V-Portal delivers tightly integrated editing, testing, workflow and reporting functionality in a single platform and differentiates our solutions from all other conversational AI products in the market today.

Our orchestration platform provides one place to bring together content sources, manage the intents and blend together human curation of content with artificial intelligence (AI), natural language processing (NLP) and machine comprehension. By combining human input with feedback loops, semantic matching, statistical self-learning, neural networks and user surveys, our solutions can continually improve while also giving you control over the reliability of responses. With V-Portal, you can manage it all in one place.

A variety of successful use cases across industries

Creative Virtual collaborates with organizations around the world and across industries to improve their employee experience with a customized self-service strategy. From large government departments to international financial brands, V-Person is delivering average call deflection rates of 20-30% and reductions of up to 80% in live chat sessions. By giving employees the proper tools to self-serve for personalized information and troubleshoot common problems anytime, anywhere they are reducing support costs while improving experience.

**Real Results:
Government Department**

With a V-Person virtual agent implemented for IT support, the department achieved:

- 80% first contact resolution
- 50% call deflection
- Only 9% escalation to live chat

Industry–leading combination of technology and expertise

As a pioneer in the virtual agent and chatbot industry, Creative Virtual has played an important role in the advancement of this technology and the ways it can be implemented for over 16 years. Today we are a world leader, being named the 2019 Product Leader in AI-Enhanced Customer Self-Service by Frost & Sullivan and winning The Queen's Awards for Enterprise: Innovation 2017.

Our highly experienced team provides best practice expertise alongside our innovative and award-winning technology. We collaborate with you to build a business case, develop a customized conversational AI strategy and guide you through implementation, ongoing development and optimization to enable long-term success.

Learn more about our innovative employee experience solutions & connect with our expert team:
www.creativevirtual.com/us | **infousa@creativevirtual.com**

creative**virtual**
The science of conversation™