



Digital CX & the contact centre:

AI, chatbots, live chat & knowledge management

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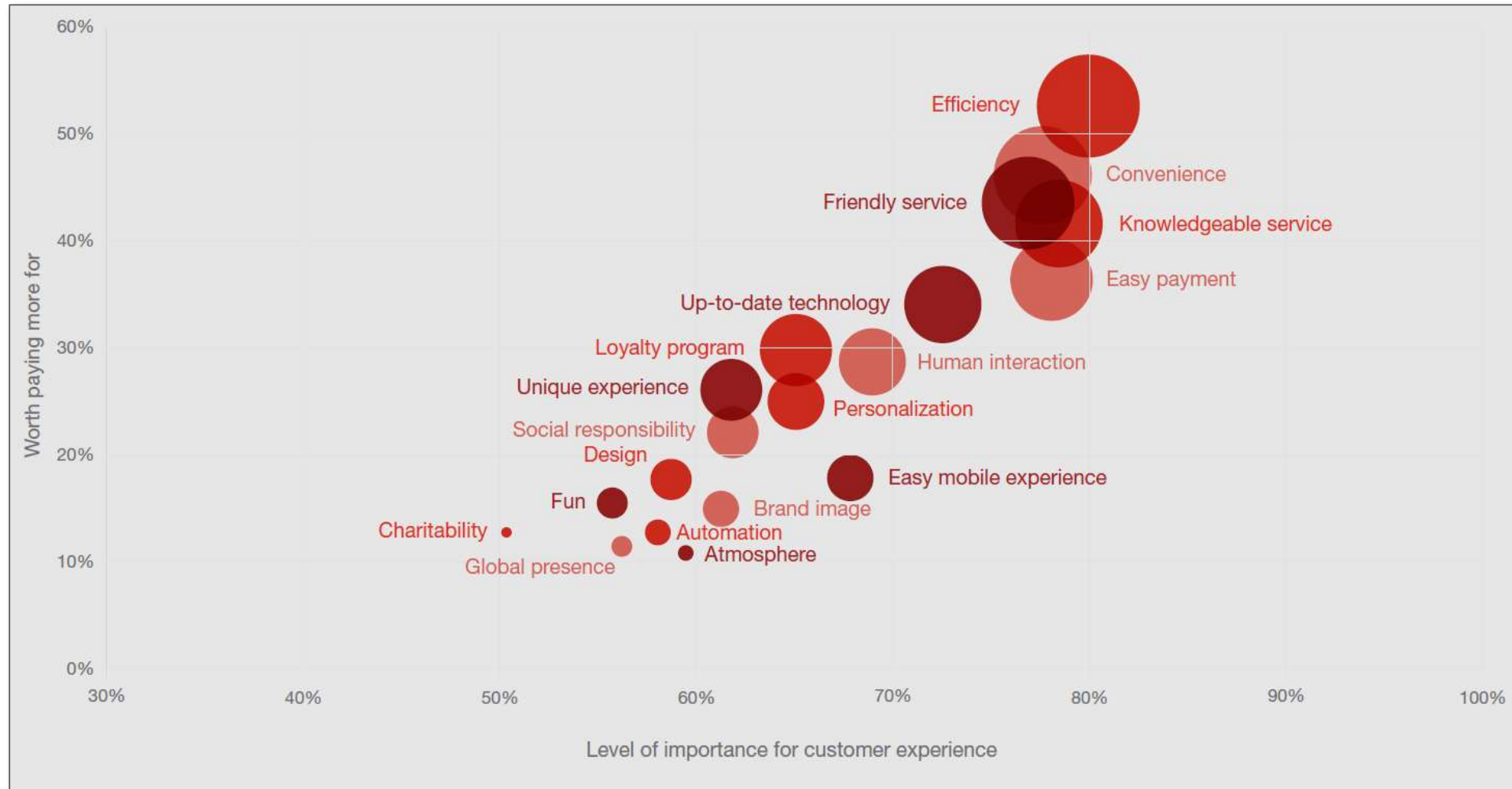


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What do consumers value most in their customer experience?



Q: When it comes to great overall CX, how important do you think each of the following will be in the future?

Source: PwC Future of Customer Experience Survey 2017/18

Where should my contact centre focus?

- Centralising knowledge management
- Integrating chatbots & live agents
- Combining AI & human input



How do I bring it all together to centrally control a consistent, convenient and efficient CX?



Use a single
**Orchestration
Platform**

to deliver
consistent
information and
support across
contact channels



Live Demos

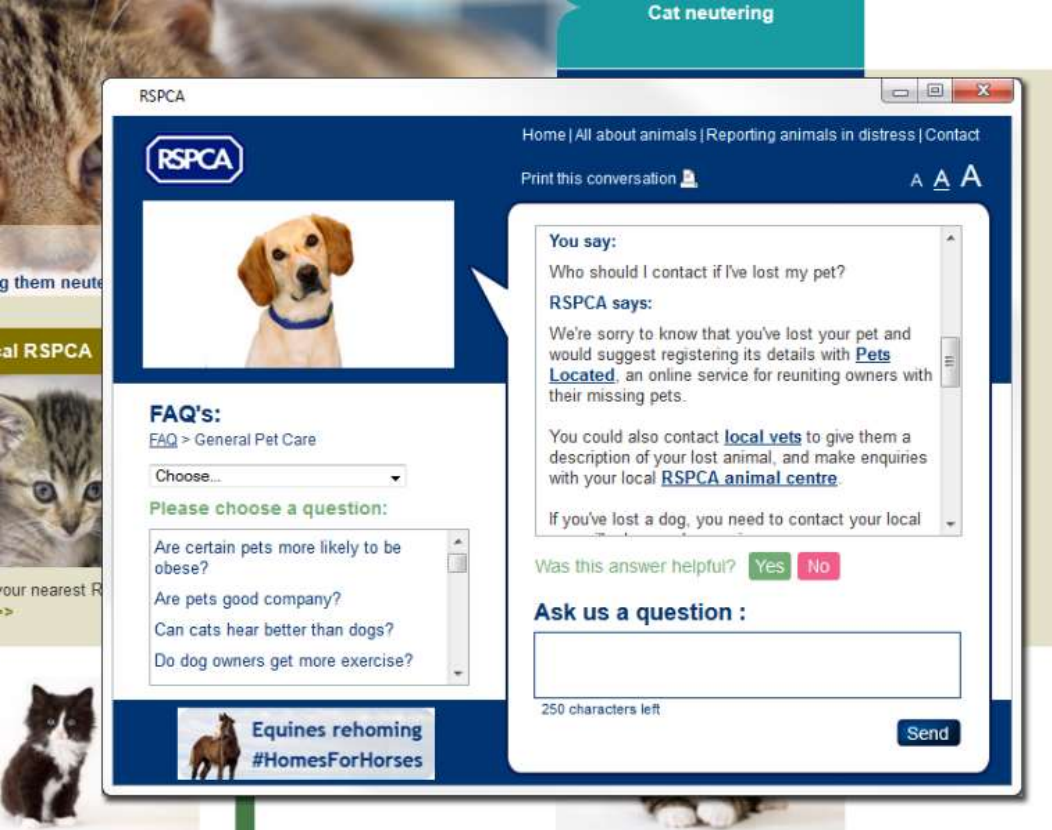


- Transport for NSW

- HSBC Hong Kong

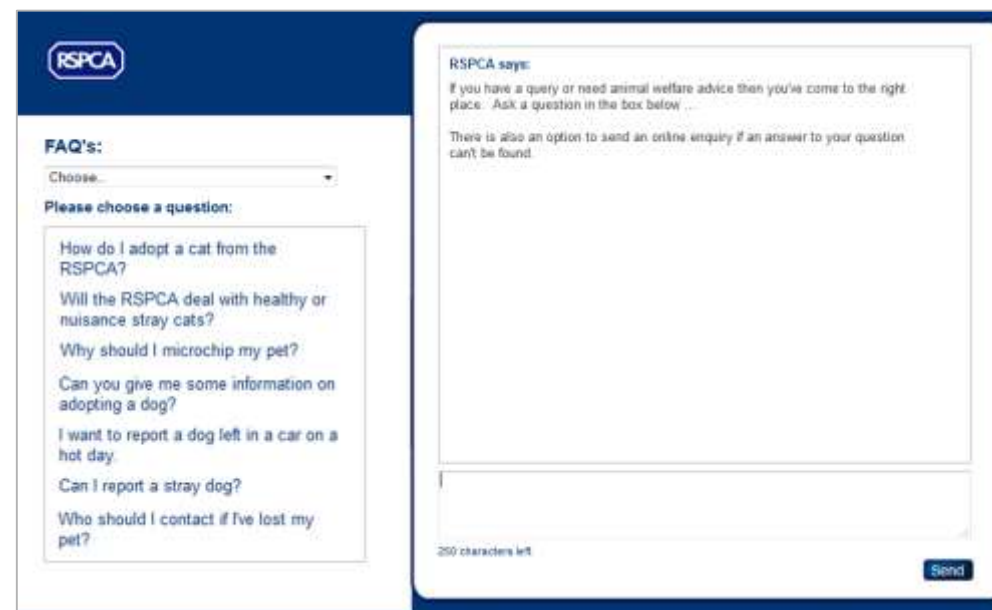


- V-Person Live Chat™



RSPCA:

Consistent information across web, contact centre, mobile



“Providing accurate, consistent and readily accessible information to the public is key to our work at the RSPCA. With V-Portal we can easily manage content to ensure we are providing up-to-date advice and a high quality service across contact channels.”

Your contact centre benefits from:

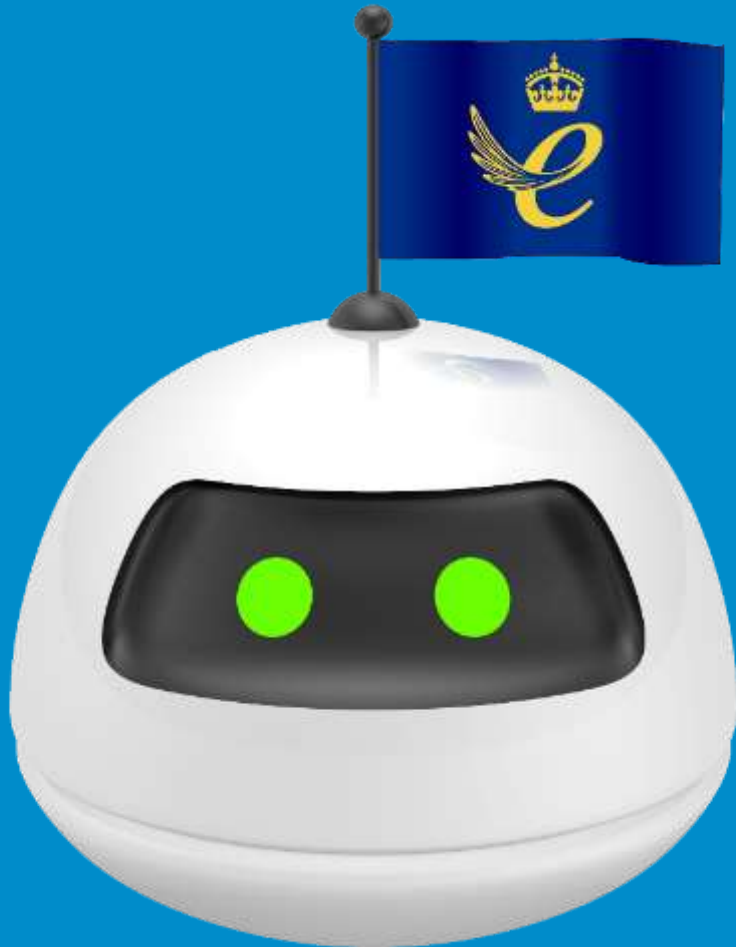
- Lower costs
- Reduced staff turnover
- More engaged, skilled and happier agents



And the benefits don't stop there:

- Seamless, fully-integrated, end-to-end customer engagement
- System continually learns in a way that allows you to maintain control over reliability
- Orchestration Platform enables custom tuning of how much human curation and machine learning
- 24/7 access to smart self-help
- Average contact deflection rates of 20-30%
- Reductions of up to 80% in live chat sessions
- Average handling time reductions of up to 40%
- ROI in less than 12 months
- Lower support costs, improved efficiency and increased sales
- Unique customer insights

Let's connect!



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