V-Person™ and Lighthouse:
A Powerful CX Integration

Accurate and consistent delivery of information is key to a positive customer experience (CX). With the combination of Creative Virtual V-Person and KMS Lighthouse, you can provide agents and customers with the right information every time. This integration brings together intelligent natural language chatbots and virtual agents with a state-of-the-art knowledge management system for one powerful CX solution.

How does the integration work?

Company knowledge is managed within the Lighthouse knowledge management system. Users can also set up scenarios or dialogue flows within the system to guide agents or customers step-by-step through a process or procedure. The knowledgebase can easily be maintained by non-technical users without any coding or programming.

The V-Person chatbot platform is dynamically integrated with this knowledgebase to open up the knowledge to customers and agents. The chatbot engages users in a natural language conversation, understanding the context of questions and eliminating the need for them to guess the right keyword or search term. The correct information is pulled from Lighthouse and presented to the user within the conversational interface. If content is updated inside of Lighthouse, the change is automatically reflected in real-time in the chatbot.
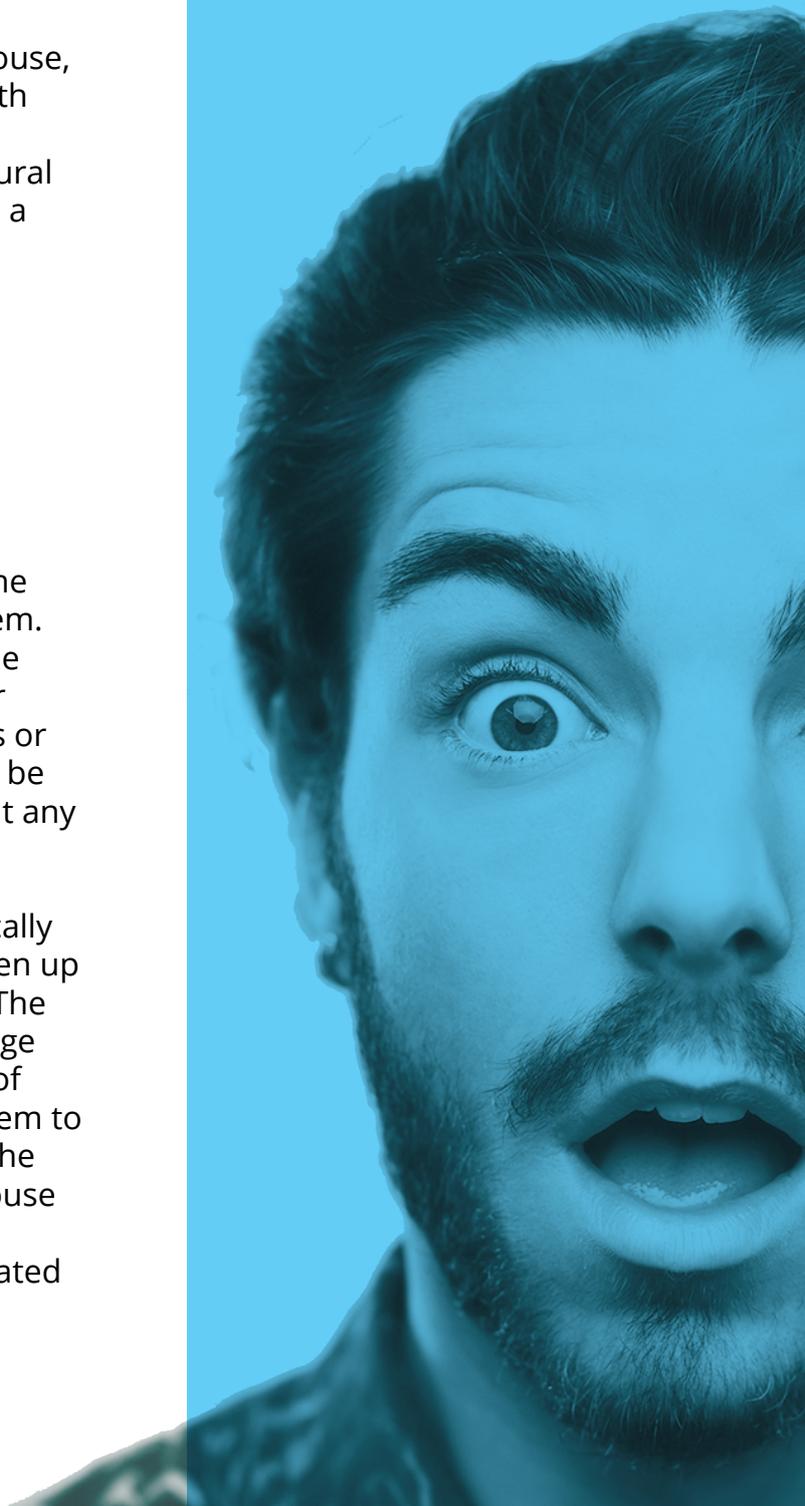
What makes this combination of platforms so powerful?

By integrating a V-Person chatbot with the Lighthouse platform, companies can:

- Offer 24/7 access to smart self-help online

- Provide an efficient, easy-to-use tool for agents and other team members

- Streamline knowledge management with KMS Lighthouse to provide information to employees and power Creative Virtual chatbots

- Keep information consistent and accurate with real-time updates

- Save time and money by using a single platform for both internal and customer-facing chatbots

- Deliver customised responses for multiple user groups, such as agents and customers, with a single install
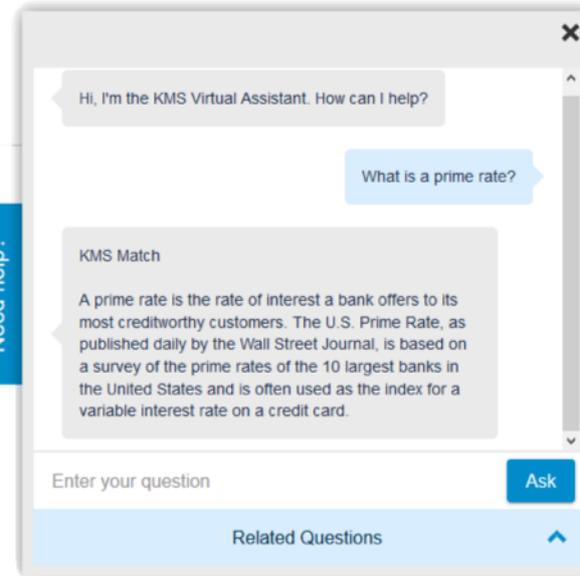
Ready to put your company a step ahead of the competition with this powerful CX integration?

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