virti

Improving Human Performance.

Training Call Centre Staff with AI

virti platform

Virti uses VR, AR, artificial intelligence and game design to help employees learn faster and remember training for longer.

Interactive Video

Our cloud-based video platform enables you to store and manage interactive 2D and VR training videos for your organisation.

AI Powered Virtual Humans

Drive behaviour change in your organisation with AI-powered virtual humans to train soft-skills.

Feedback

Our feedback suite allows for real-time employee and customer feedback to be collected & analysed from within the platform.

FOR CALL CENTRE OPERATIVES

Practice the script in a repeatable environment, and refine the skills to work past objections

At the heart of any contact centre are **the operatives on the front line.**

Ensuring that your staff fully understand their role, are trained in how to engage with your customers and know what a successful customer engagement looks like is key to driving the metrics of success.

FOR CALL CENTRE LEADERS

Obtain detailed feedback and performance analytics to optimise your team

Training, tracking and upskilling call centre operatives remains the **critical driver in the success of the operation.**

With staff retention levels at an all time low, with some citing a 30%-40% attrition rate in the UK, getting staff onboarded quickly and effectively is crucial.

NO-CODE CONTENT CREATION

Use AI Virtual Humans to build out real life customer interactions into **simple, repeatable conversations** for your operatives to practice their pitch and gain confidence
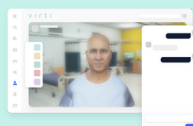
1

Create

Use our no-code creation suites to replicate customer interactions and call out the correct language and phrases.

2

Scale

Create unlimited Virtual Humans to mirror your product set or customer personas, and distribute this content on-demand, and on any device.

3

Analyse

Produce a full audit trail of how your users interact with the experience. Score their performance and benchmark against the entire cohort using our inbuilt gamification tools.

Ready to embrace the **future of training?**

Click Here to Schedule a Demo

virti.com