Get to know the Gluon release of V-Person™ Technology

Featuring a flexible architecture for V-Person chatbot, virtual agent, and live chat technologies and a refreshed design of V-Portal™, the V-Person management platform, Gluon delivers the next generation of conversational AI.

Accurate, reliable conversational AI

With a perfect blend of machine learning and a rules-based approach to natural language processing (NLP), Gluon puts you in control of the AI for accurate, reliable V-Person solutions.

- **Easier integration** with contact centre platforms, CRMs, voice technologies, and other third-party systems
- **Machine learning** enhanced with Creative Virtual’s proprietary and proven rules-based NLP for pragmatic and verifiable maintenance
- Integration with large language models and native support for GPT-3/4 with options to configure responses based on best confidence
- Improved visual conversation flow manager supporting sub-flows and more intuitive slot-filling
- Support for low-code and no-code virtual agent development and maintenance

A comprehensive management platform

The Gluon release makes it easier to build, deploy, and maintain effective conversational AI solutions in V-Portal with greater scalability, more advanced functionality, and increased workflow flexibility.

- **Designed to scale and simplify deployment** through the adoption of containerisation and a microservices architecture
- A refreshed modern platform design that reimagines V-Portal’s advanced functionality and makes the tool more intuitive
- Seamless and secure Single Sign On with a wider range of authentication providers
- Customisable role-based authorisation to simplify user management and access control
- Support for real-time data streaming to tap into rich transactional data for analysis, deep mining, and business intelligence insights

Learn more about the Gluon release of V-Person Technology & how it can take your conversational AI strategy to the next level: [www.creativevirtual.com](http://www.creativevirtual.com) or info@creativevirtual.com