



Press Note:

Vi Offers 24x7 Customer Assistance on Google Integrates its VIC ChatBot with Google's Business Messages on Smartphone

Mumbai, India; 12th April 2021: With a focus on providing superior customer experience to its users, **Vi**, India's leading telecom brand, has announced yet another industry first integration with Google's Business Messages. **Vi** has **integrated its VIC ChatBot with Google's Business Messages for providing 24x7 real-time customer service to support all Vi users on Smartphones.**

The AI powered VIC is enabled with LIVE Agent connect for assisted services which is extended to Google's Business Messages also

This innovation enables users searching for Vi or Vi Stores on Google Search or Google Maps to find 'Chat' or 'Message a Live Agent' button against search results through which they can interact with the virtual agent, VIC, to get their queries answered instantaneously..

With this Vi has become the first brand in telecom, to integrate with Google's Business Messages in India.

Last year, **Vi** became the first operator to introduce Service ChatBot VIC on WhatsApp – a revolutionary AI-powered digital customer service and support virtual assistant. It has recently integrated payment of bills and recharges on WhatsApp through VIC.

VIC enables **Vi** customers to get instant response on a host of service requirements including bill payments, recharges, VAS, plan activation, new connection, data balance, bill requests and much more. VIC is intuitive, simple-to-use, secure and allows customers to converse with **Vi** by leveraging the power of AI.

About Vi:

Vodafone Idea Limited is an Aditya Birla Group and Vodafone Group partnership. It is India's leading telecom service provider. The Company provides pan India Voice and Data services across 2G, 3G and 4G platform. With the large spectrum portfolio to support the growing demand for data and voice, the company is committed to deliver delightful customer experiences and contribute towards creating a truly 'Digital India' by enabling millions of citizens to connect and build a better tomorrow. The Company is developing infrastructure to introduce newer and smarter technologies, making both retail and enterprise customers future ready with innovative offerings, conveniently accessible through an ecosystem of digital channels as well as extensive on-ground presence.

The Company is listed on National Stock Exchange (NSE) and Bombay Stock Exchange (BSE) in India.

The company offers products and services to its customers in India under the TM Brand name "Vi".

Ookla® - the global leader in broadband testing and web-based network diagnostic applications, has verified Vi, based on analysis of Speedtest Intelligence® data as the fastest 4G network pan-India in Oct to Dec '20.

For more information, please visit: www.MyVi.in and www.vodafoneidea.com | Twitter - @VodaIdea_NEWS