eltropy
Conversation Intelligence

Unlock Actionable Insights

Bring your Contact Center, Lending, and Collections departments to the next level. Transcribe and analyze your member & customer conversations and identify real-time & historical insights using text, sentiment, and emotional analytics to improve CX, streamline operations, boost employee performance, increase revenue growth and mitigate compliance risk.

😊 Happy   😡 Angry   😐 Neutral

There is a **gold mine of intelligence** in your member & customer interactions in contact center, lending, collection and other departments. With AI, there is a better way to un-earth the intelligence instead of sampling and reading a few transcripts.

With Eltropy Conversation Intelligence you can gain AI-driven insights from omnichannel customer conversations at scale. Just connect your voice, chat and text data with Eltropy Conversation Intelligence and transform your member and customer conversations into your fastest, most reliable source of business intelligence.

Identify user behavior and attributes that drive customer experience, uncover blockers to member growth, find the underlying reason for customer dissatisfaction, and understand what customers are saying about your service and staff.

With Eltropy Conversation Intelligence you can discover service improvement opportunities, compliance risk, performance improvements, sales opportunities, and much more.

Transcribe 100% of your phone and video calls and analyze the transcripts

Proactively **discover and redact sensitive data** across all customer engagements

Leverage **real-time speech analysis** to analyze ongoing calls and provide agents and supervisors with actionable insights.
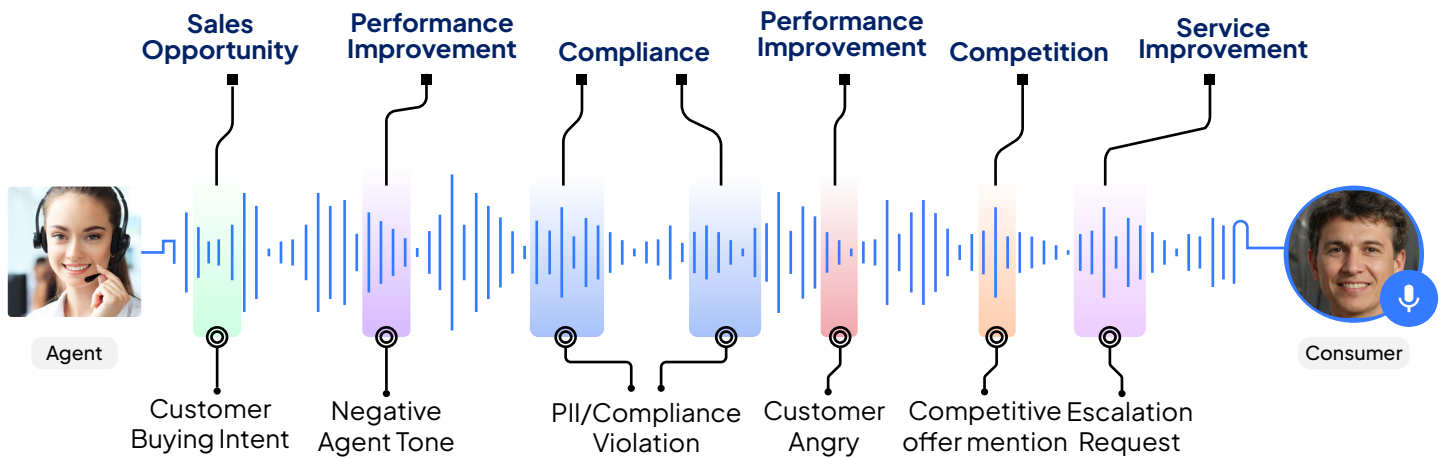
View specific cues like **tone analysis, speech rate, silence, and overtalk metrics** to decipher the tone and sentiment of the customer to **improve engagement**

Use sentiment and emotion analysis to gain critical insights into customer issues and swiftly act on the root cause.

Automate contact center scorecards with conversational AI analytics that monitors and attaches scores to agents' activities and performance trends across all your channels.

AI-Powered reports to track customer sentiments, competitor mentions, agent behavior, FAQs, and more.

Identify new intents and automate them with Eltropy Intelligent Virtual Agent. Help identify more call intents for IVA Automation

Sales Opportunity · Performance Improvement · Compliance · Performance Improvement · Competition · Service Improvement

Agent — Consumer

Customer Buying Intent · Negative Agent Tone · PII/Compliance Violation · Customer Angry · Competitive offer mention · Escalation Request

Benefits

Improve Member & Customer Experience

Drive better agent training by leveraging Agent Handling Score to measure the display of empathy, usage of profanity, ability to build rapport, and influence the customers' behavior that helps improve customer experience.

Protect your Investment

No rip & replace is needed for implementation. It works with your existing voice tech.

Collect Better

Delinquent members & customers need empathetic engagement. Learn what your best collection officers are doing and share what is working with others.
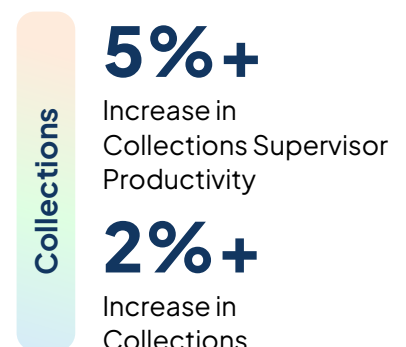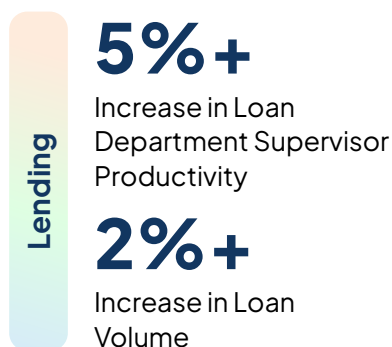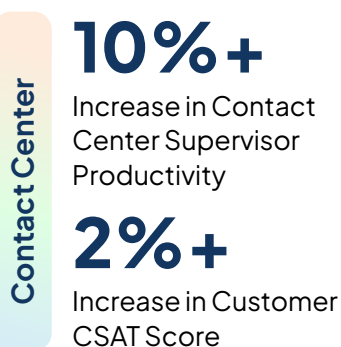
Improve your loan department performance

Use the insights from top loan officer's conversations to improve the overall engagement for all your loan officers

100% Compliance Call Monitoring

Protect brand reputation by proactively identifying and mitigating PII violation occurrences by agents across all your channels to help protect privacy and comply with local laws and regulations.

Boost Contact Center Agent Performance

Fast training and on-going coaching is key to success in retaining Contact Center agent. Make Conversation Intelligence your key tool to ramp-up agents and boost performance.

10x plus ROI

Contact Center

10%+ Increase in Contact Center Supervisor Productivity

2%+ Increase in Customer CSAT Score

Lending

5%+ Increase in Loan Department Supervisor Productivity

2%+ Increase in Loan Volume

Collections

5%+ Increase in Collections Supervisor Productivity

2%+ Increase in Collections

Book a Demo

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