



# Intelligent Virtual Agent

## Automate the front line service with Managed Intelligent Virtual Agent



Meet Industry's first and only managed omni-channel Intelligent Virtual Agent integrated with Digital Communication platform, designed to automate front line issues in your Contact Center across all your channels by engaging and supporting customers in natural conversation.

With acceleration in digital transformation, the Contact Center volumes across all channels is on the rise. With advancements in AI technology, it is now practical to automate front-line issues in all channels and free up your agents to focus on complex and relationship building engagements.

With Eltropy Intelligent Virtual Agent, automate 40% plus of all your inbound communication and do a seamless hand-off to agents for rest of the issues. It's like hiring a virtual labor force that works with your human agent and creates a perfect AI-Human symbiosis and delivers win-win outcomes for your members & customers and your business.

Eltropy Intelligent Virtual Agent is a managed offering. This means no expensive AI developers needed on your staff.



Out of the box integration with popular Cores, CRM and other systems needed to complete common transaction requests



Ever growing library of Managed Intents to give you a fast start



IVA Analytics to discover new trending intents



Integration with popular Voice ACDs via SIP Transfer



Full Context Hand-Off to Live Agents for seamless service



Product Info Cards, Carousel, Multi-Choice Options and other visual elements in Chat Automation



Banking industry data learning to increase intent detection accuracy



Proprietary AI Stack fine tuned to needs of the Credit Unions and Community Banks

## Benefits

### Offer Better Member & Customer Service

Your members get 24x7 zero-wait service for common issues and low-wait service for complex issues. Free up your agents to spend more time with your members to provide high-touch service where it counts.

### Do More with Same

In the challenging hiring environment, handle more Contact Center volume with the same staff by hiring the virtual agents to work with your human agents.

### Improve agent's work

Let your human agents be more human. Let virtual agent handle the low value repetitive inquiries and hand-off complex and relationship building work to the human agents. Avoid agent burn-out by making the agent's work more meaningful

## Improve numbers across the board



Voice, Chat &  
Text Engagement

**40%+**  
Automation

**10%+**  
Reduction in AHT

Call Center  
Metrics

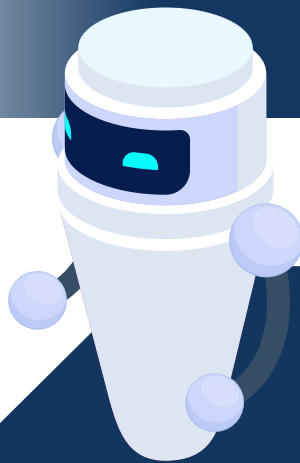
**50%+**  
Reduction in  
Abandonment Rate

**50%+**  
Reduction in Queue  
Time

NPS & ASAT  
Scores

**2-5%**  
Increase in  
NPS

**20%**  
Increase in  
ASAT



What is the routing number?

The routing number is 240219926



Book a Demo



[www.eltropy.com](http://www.eltropy.com)