eltropy

Digital Conversations Platform

Text to Talk

Easily add Voice Call to Text in Seconds

Eltropy Text to Talk - the new way to communicate with your members. With a single click, agents can easily transition from text and chat sessions to voice-only calls within Eltropy Messenger, part of Eltropy's Digital Conversations Platform. No dialing or equipment needed.

Text-based communication offers quick, convenient access to simple queries and transactions, providing a 24/7 experience for consumers and a record of the digital interaction for CFIs.

Voice calls are essential for addressing complex processes and interactions by providing personalized service to consumers to enhance their experience with CFIs.

By easily combining text and voice call capabilities, agents have the tools needed to address any situation by creating a unique experience for each consumer interaction to improve CSAT and strengthen relationships.

One-Click Connection

Agents can easily transition from text to voice with a single click, ensuring a smooth and efficient process to manage consumer questions, concerns or initiate an escalation process.

Call Recording

Voice calls are automatically recorded for quality control and training objectives, ensuring optimal support from agents. These recorded calls provide agents with valuable context to enhance future interactions with members.

Phone Calls

Text to Talk calls are initiated and controlled from Eltropy Messenger. No other equipment is necessary.
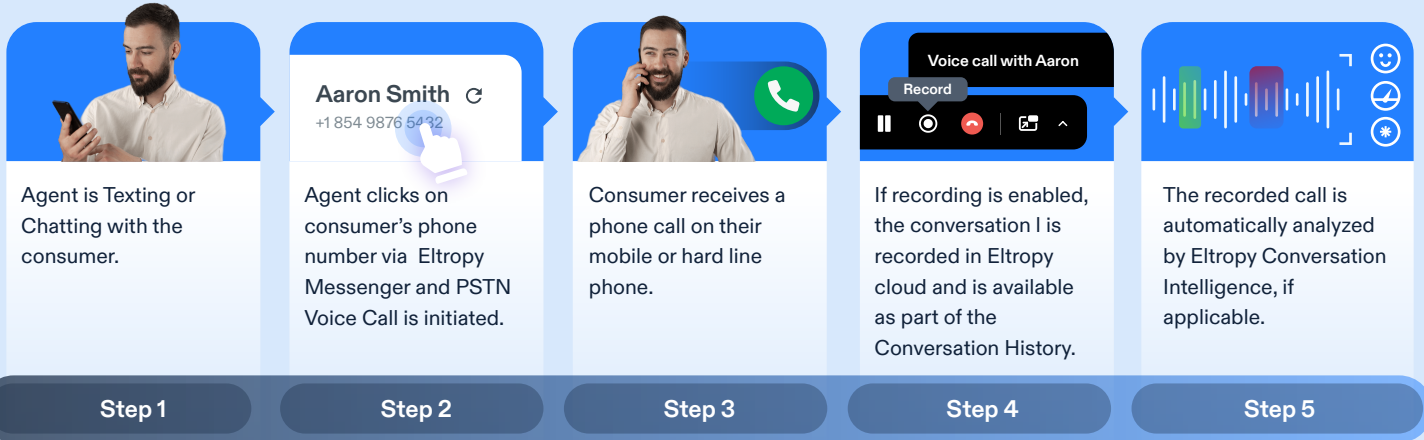
Conversation Intelligence

Gain insights into call performance and agent efficiency with real-time analytics, enabling you to optimize your support processes.

How does it work?

Eltropy allows your agents to start a voice call while Texting or Chatting with a member. Agents have the ability to determine when a personalized phone call could deliver the desired outcome. The process is as simple as clicking a button.

Step 1	Step 2	Step 3	Step 4	Step 5
Agent is Texting or Chatting with the consumer.	Agent clicks on consumer's phone number via Eltropy Messenger and PSTN Voice Call is initiated.	Consumer receives a phone call on their mobile or hard line phone.	If recording is enabled, the conversation I is recorded in Eltropy cloud and is available as part of the Conversation History.	The recorded call is automatically analyzed by Eltropy Conversation Intelligence, if applicable.

Use Cases

Collections

Transition to a voice call for delinquent accounts to increase efficiency, member satisfaction, and reduce default risk.

Lending

Calls can help increase loan processing times by improving communication, explaining loan intricacies and speeding up the loan approval process to generate revenue for your CFI.

Technical Support

Assist members with complicated technical issues more effectively by transitioning to a voice call, allowing agents to provide step-by-step guidance.

Collect Sensitive Information

Transition to voice calls when discussing sensitive information, ensuring consumers feel secure and protected during their support experience.

Benefits

No-Dial Calling Option

Save time by simply clicking a button to connect to consumers . Experience unparalleled convenience, and personalized serivce while reducing call charges.

Reduced Call Abandonment

Reduce the number of abandoned calls by offering the option to transition from text to voice, giving consumers a examplry support experience.

Increased First Contact Resolution

Improve first contact resolution with voice communication as needed saving consumer's time and increasing agent satisfaction.

Let's Talk

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eltropy.com/demo

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