

Take The Call to Future Proof Your Contact Center

Eltropy Modern Contact Center supports both human and AI interactions within a single unified platform, offering both traditional voice capabilities and cutting-edge features needed to elevate the contact center experience for credit unions and community banks.

10x

Faster Answers to Member Questions

90%

Containment with Efficient Query Handling

24x7

Contact Center Support



What's Included?



Text



Contact Center Voice



Video Banking



Text-to-Talk



Secure Chat



AI Agents



AI Assistants



AI Intelligence

Supported Integrations

Alkami



Banno

Q2

All The Phone Features Your Team Will Ever Need



Warm/Cold
Transfer



Conference



Voicemail



911/e911



Call Recording



Call Back



Call Hold



and More!

Modern Contact Center

Unified Omnichannel Experience

Add **Text & Chat** channels to reduce call durations that occupy agents in one task for long periods.

Offer your members a seamless experience across all channels—**Chat, Text, Voice, and Video**—with unified inbox, one-click channel switch, **co-browsing**, and more.

Transition from text to voice with **Text-to-Talk** in a single click no-dial option to reduce outbound call charges.

Improve member satisfaction

Maintain service delivery consistency

Advance Self-Serve Options

Set up **AI Agents** to handle routine queries **24/7** across voice and chat. Transfer to human agents as needed with complete context.

Host a **Live Chat Widget** on your website or mobile app to provide real-time, secure support to engage web visitors.

Use industry's first multi-channel **Skill-Based Routing [SBR]** for automatic & intelligent call routing that uses priority queues, agent skills, and proficiency matching for optimal agent-member pairing.

Reduce AHT, Boost FCR, Reduce Call Volumes

Improve agent utilization

Frictionless Fraud Prevention

Authenticate members using multi-factor authentication (MFA) with **Text (OTP) and Video Verify (KBA, ID verification, and Video interaction)**.

Record & store interactions for meeting regulatory requirements for compliance, audit, and security.

Improve member experience

Reduce time to authenticate

Reactive to Proactive Support

Monitor call center activity in real-time for quality assurance and provide timely intervention using Eltropy **Live Dashboard**, **Silent Monitoring**, and **Barge-In**.

Track call volume, wait time, handle time, abandonment rate, missed interactions, and much more with the **Unified Interaction Dashboard** to optimize member interactions.

Leverage conversation insights from **AI Intelligence** to ensure high levels of member satisfaction.

Identify operational bottlenecks

Boost contact center efficiency

Improve agent and member satisfaction

Zero Information Silos

Enable your front-line staff to provide accurate and fast query resolution with **ChatGPT-like AI Assistants** trained on your member data, interaction history, procedures, guidelines, etc., across channels and departments.

Decrease training and onboarding time

Improve agent and member satisfaction

Staff Experience Optimization

Utilize **AI, Automation, and Pre-Set Text Templates** for routine workflows, such as member authentication, call routing, reminders, basic queries, and more.

Enable **"Anywhere Staffing"** with remote **Video Banking**.

Reduce staff churn

Optimize agent allocation and satisfaction



Quick Implementation

Deliver Next-Gen calling experience with Eltropy Voice+ with white-glove training and support to change management.



Get Started Today

team@eltropy.com