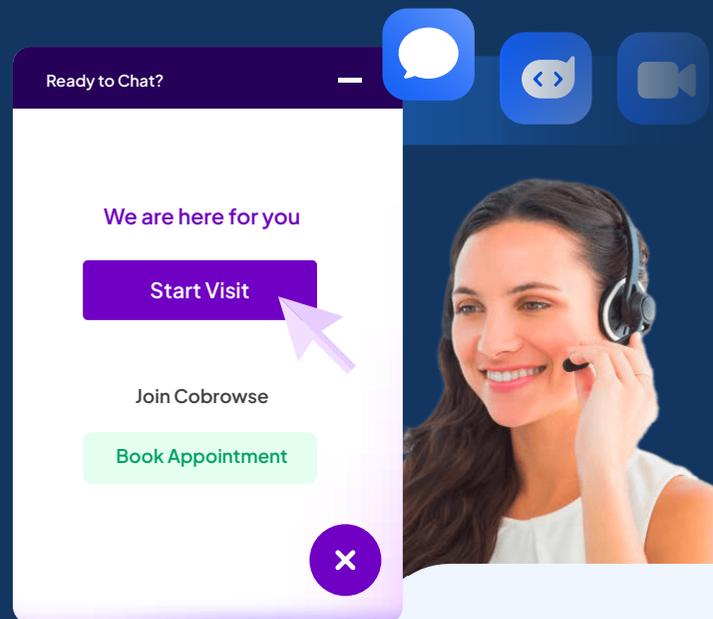




# Digital Banking- Digital Contact Center Integration

Bring the power of Eltropy Digital Contact Center to your digital online banking members & customers



Serve your members & customers in the channel of their choice-Text, Chat, Digital Audio, Video, Phone. **Automate over 30% of your front-line issues across all channels and unlock actionable insights** from voice and digital data with the industry's only AI and Digital First Contact Center solution designed for Credit Unions and Community Banks and pre-integrated with the Q2 Digital Banking Platform.

Don't settle for a generic digital contact center solution designed for other industries. Eltropy's AI-First and Digital Forward Contact Center solution is designed for Credit Unions and Community Banks with inbound and outbound Texting, Secure Chat and Video Meetings, AI Stack trained on industry data, and true remote video banking capabilities with integrated eSign, video notary, real-time ID verification, and video check deposit.

With Live Observe and Co-Browse, you can visually see what the customer is seeing on your website and you can help and train them to use your online banking solution and fill out forms for account opening, loans, and much more.

With Omni-Channel Skill-Based Routing, you can use your resources for one channel or all and bring in experts from any department into your routing strategies.



**Natively Omni-Channel:** Secure Chat, Text, Video Banking, and Digital Audio.



**True Remote Video Banking** with integrated eSign, video notary, real-time ID verification, and video check deposit



**In-Context service** with Live Observe and Co-Browse



**Omni-Channel Skill Based Routing**



**Concierge Bot and Intelligent Virtual Agent** for automation



**Conversation Intelligence** for unlocking insights from voice and digital data



**Advanced Contact Center Reporting and Analytics**



**Pre-Integrated** with Q2 Digital Banking

# Benefits

## Reach Members and Customers in the channel of their choice

Each member has a different preference for their default channel and channel to use based on the issue. Eltropy's Channel-Less architecture gives the choice of channels to your customers while easily allowing you to manage the resources across all channels

## Convert More with Remote Video Banking

There is more to Video Banking than just video. With Eltropy's Video Banking capabilities, engage and serve your members from queries to full banking transactions.

## Show... Don't Tell

Online banking asks more of your members and can be complex for some members. With Live Observe and Co-Browse, show the members how to use your website and reduce future phone calls.

## Free Up Agents for Relationship Building

80% of the calls into your contact center are probably routine calls that can be handled by Eltropy Intelligent Virtual Agent. Automate such calls and free up your agents to help members and customers with complex issues and build relationships.

## Unlock Actionable Insights

Your voice call recording and text & chat transcript have hidden insights that can help you improve your member's and customer's service experiences and help guide business decisions. With Eltropy Conversation Intelligence, unlock the goldmine of actionable insights and take your operations to the next level.

## Match Members and Customers with Right Resources

As more and more members choose to engage with you digitally, connecting them to the right resources on first contact is the key to CSAT and your operational efficiency. With Eltropy's Skill-Based Routing, implement the routing strategy that best fits your business needs.

More than

**10x**

Return of Investment

**30%**

Automation

**10%**

Increase in Agent Productivity



Let's Talk

[team@eltropy.com](mailto:team@eltropy.com)

[eltropy.com/demo](https://eltropy.com/demo)



**Q2 Innovation Studio**  
Partner Accelerator program

