



## CORE DATA PROCESSING INTEGRATION

# Engage More with Real-Time Text Alerts

Eltropy and Corelation partner to redefine Text alerts for credit unions. Using Eltropy's technology within Corelation, credit unions can send promotional Text messages to opted-in members and enable real-time Text alerts directly from Corelation's Keystone.

### Exceeding Technology Expectations with Real-Time Text Alerts

- Send automated alerts based on changes to accounts on Corelation Keystone
- Instantly sync Text history to Corelation Keystone
- Record member opt-ins between Eltropy and Corelation to meet TCPA requirements
- Customize alerts in your Keystone and send out alerts via Eltropy
- Send real time alerts and schedule batch alerts.

and much more!

Enhance Member Experience by Providing your Members with information in real-time via Text.

**92%**

members carry a Text enabled phone all day

**50%**

Reduction in Text costs

**35%**

Reduction in Short code costs



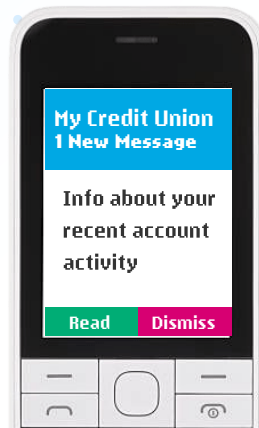
## Benefits

- By texting certain keywords to the short code, members can check their balance, recent transactions, and details of any loans they have from their credit union.
- Increase and update your opt-in contact list without any hassle.
- No more negative balance. Send instant balance maintenance alerts to members with a balance below 0 to stay on the positive side of the business.

## No Smartphone? No Worries.

Your members can still stay in touch with your Credit Union via Text Alerts.

- 🔔 Daily or Monthly Balance Alerts
- 🔔 Balance Threshold Alerts
- 🔔 Payment Due Date Alerts
- 🔔 New Account Open Alerts
- 🔔 Fee Alerts
- 🔔 Transaction Alerts
- 🔔 Loan Over/Under Due Alerts
- 🔔 and more



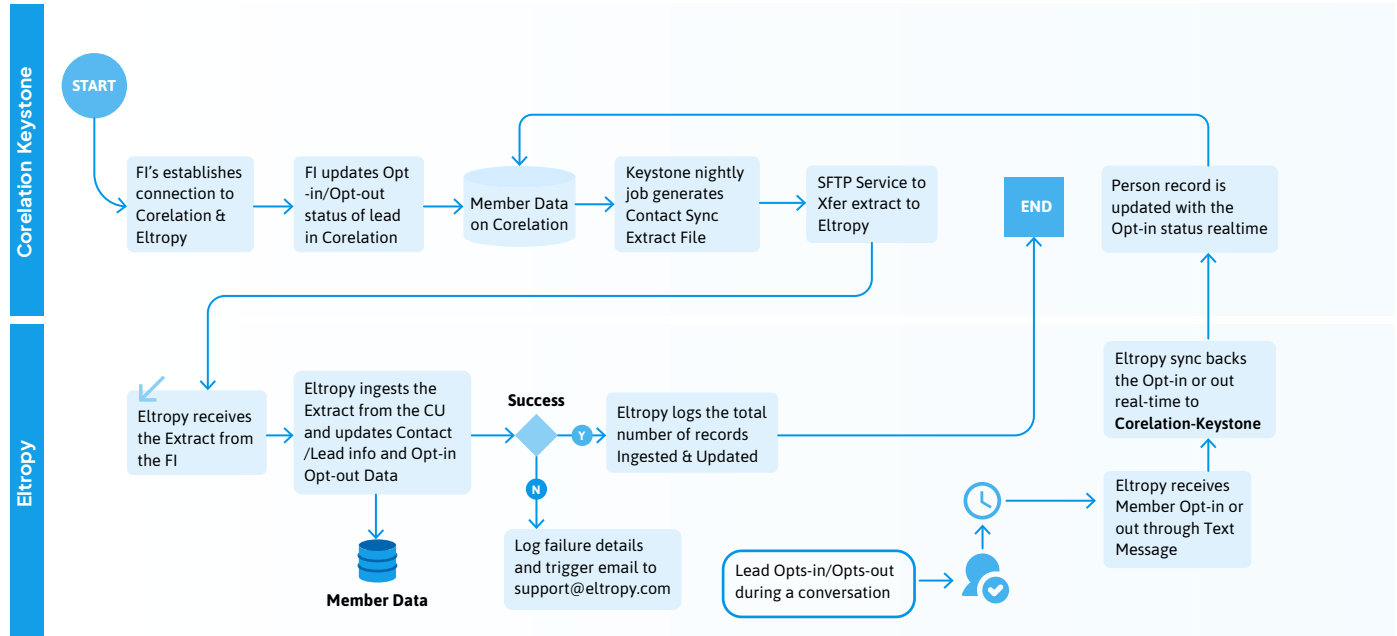
# How it Works?

As simple as 1,2,3...

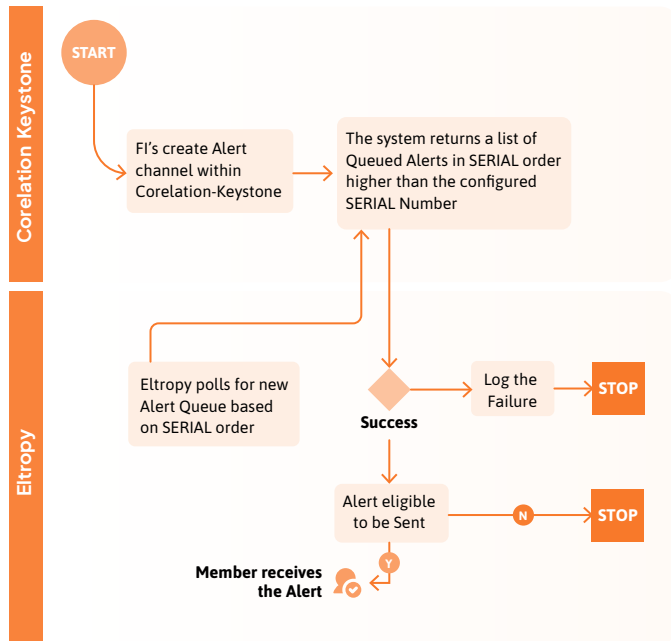
- At the domain setting level Eltropy, users can configure the phone number/short code/toll-free number for sending out Text messages for alerts.
- The credit union then creates a KeyBridge instance.
- Once the instance is created, credit union will provide connected based information in order to establish connectivity.

and it's done!

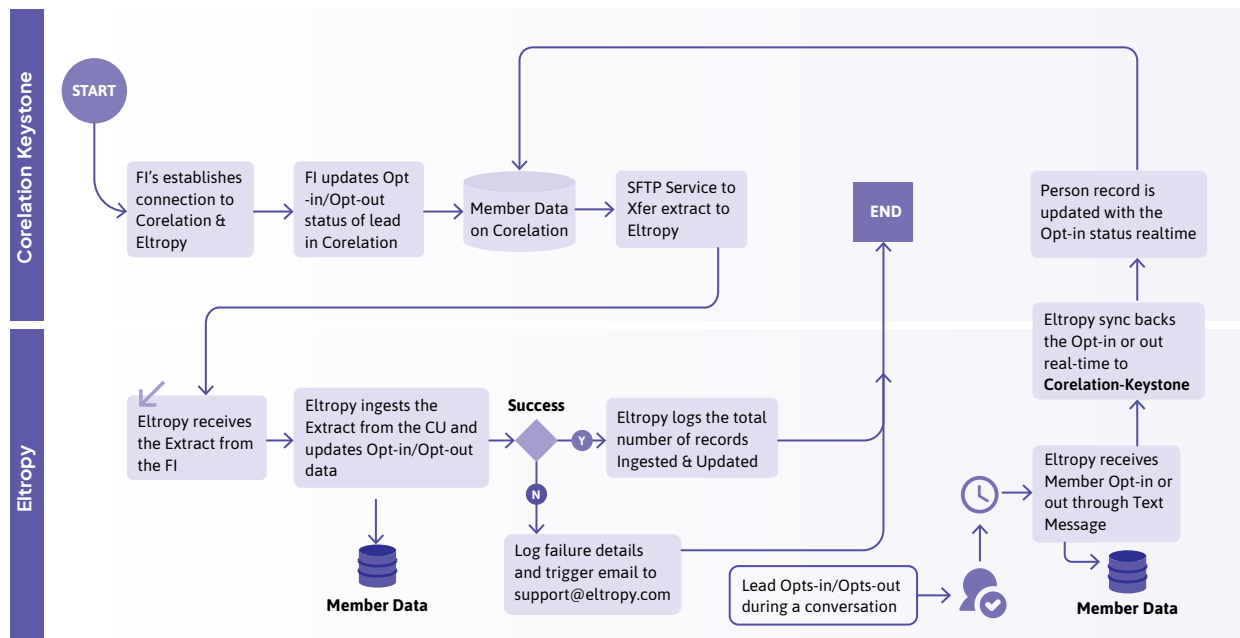
## Sync contacts



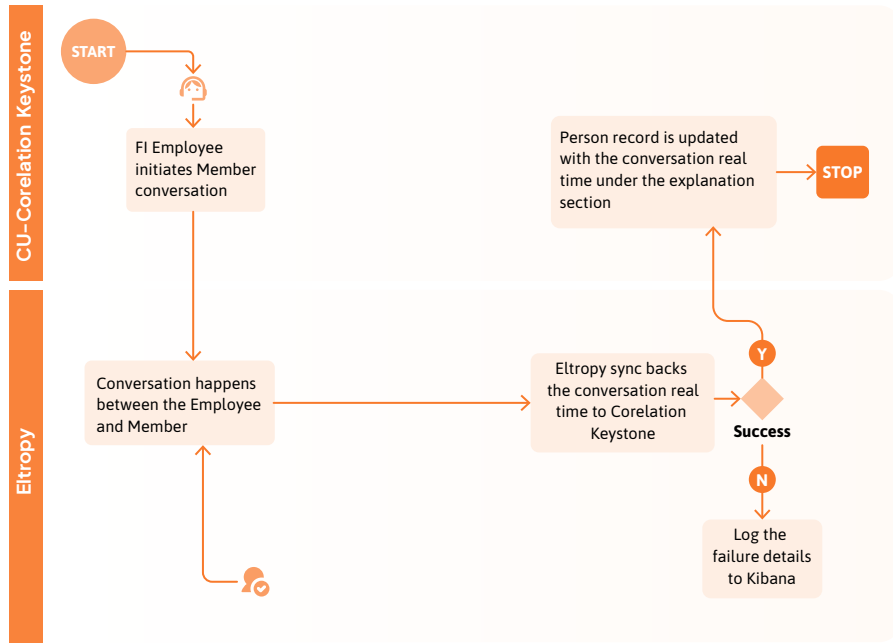
## Realtime Conversation Sync



## Opt-in Sync



## Conversation Sync



## Configure Automated Alerts based on Milestones

The screenshot shows the 'Add Alert Channel' configuration form with the following fields and values:

- Channel Name:** Eltropy
- Customer Care Group:** Central team
- Correlation Alert Channel (Serial):** Alert Server (707)
- Channel After Serial:** 0
- Active:**

A dropdown menu for 'Correlation Alert Channel (Serial)' is open, showing the following options:

- Alert Server (707)
- Alert Server Alert Channel (101)
- Alert Server Mahalo Channel (501)
- Alert Server Bankjoy (203)
- Alert Server Enacomm (502)
- Alert Server Eltropy (702)
- Alert Server Q2 (801)

Integrating with one of the most popular core platforms used by credit unions, Eltropy envisions new opportunities to help credit unions enhance their member experience, especially for Marketing, Selling, Servicing, Lending and Collections.



**Ashish Garg**

CEO, Eltropy

For the first time, Credit Unions can engage members over Text messaging while using Corelation.

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