eltropy | SHARETEC
The technology of simplicity.

My Credit Union 1m ago
1 New Message

MYBAL
Sent ✓

Connect with Members On the Move with Text Banking

Eltropy and SHARETEC are partnering together to power Credit Unions taking a digital-first approach to Member Service and Experience. This integrated partnership introduces the fastest way for members to receive desired information - anytime, anywhere.

With Text Banking, Credit Unions can provide many of the banking functions over Text Messaging

- Enable members to request account balance, history, and even transfer funds – all with a simple text command.

- Provide members with commands to receive text message replies regarding the balance of their savings, checking, certificates, loans, and credit card accounts.

- Provide members with access to real-time data regarding their recent transactions.

- View member's activity based on the inquiry and make an informed decision.

- Enable e-Alerts and send notices regarding electronic deposits, withdrawals, or when a payment is due.

- Send product offers, support the lending process, cross-sell/upsell products and collect debt.

- Find ATMs and Branches

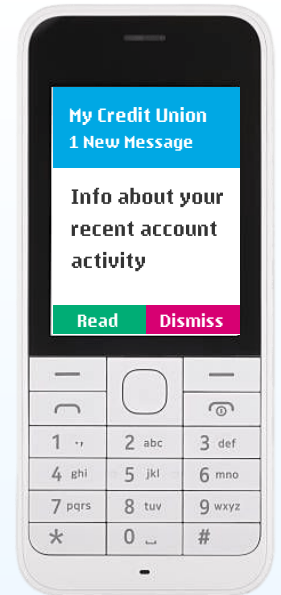## Text Messaging is only the Beginning. Go Omnichannel with Eltropy

Be readily available for conversations beyond Lending on any channel your Members prefer.

No Smartphone? No Worries.

Your members can still stay in touch with your credit union via Text Alerts.

- 🔔 Daily or Monthly Balance Alerts
- 🔔 Fee Alerts
- 🔔 Balance Threshold Alerts
- 🔔 Transaction Alerts
- 🔔 and more

My Credit Union
1 New Message

Info about your recent account activity

Read | Dismiss

The Numbers speak for themselves

90%
automated resolutions when users engage with Text Banking

20%
reduction in contact center agent call/chat volume

85%
Transaction based use cases automated with Text Banking

We went live with Eltropy in June of this year. The adoption by the members has been quick and successful as we immediately started getting text messages on a variety of issues, including inquiries about obtaining a loan. We have seen the usage go up each week since implementation

Jason Ford
President/CEO
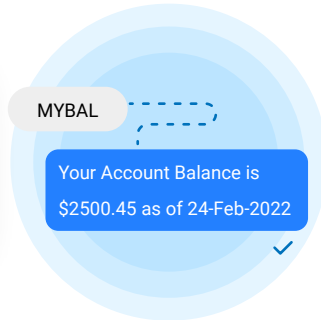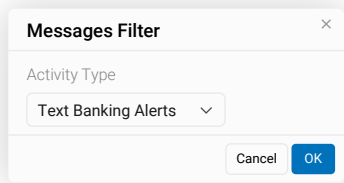
Harvester
FINANCIAL CREDIT UNION

How it works?

Sharetec provides Text Banking API's as a part of their standard vendor API's. Eltropy will send all text banking requests.

Eltropy integrates with Sharetec platforms by using a PowerOn. PowerOn connectivity with Sharetec allows functionality into the core, in a few simple steps.
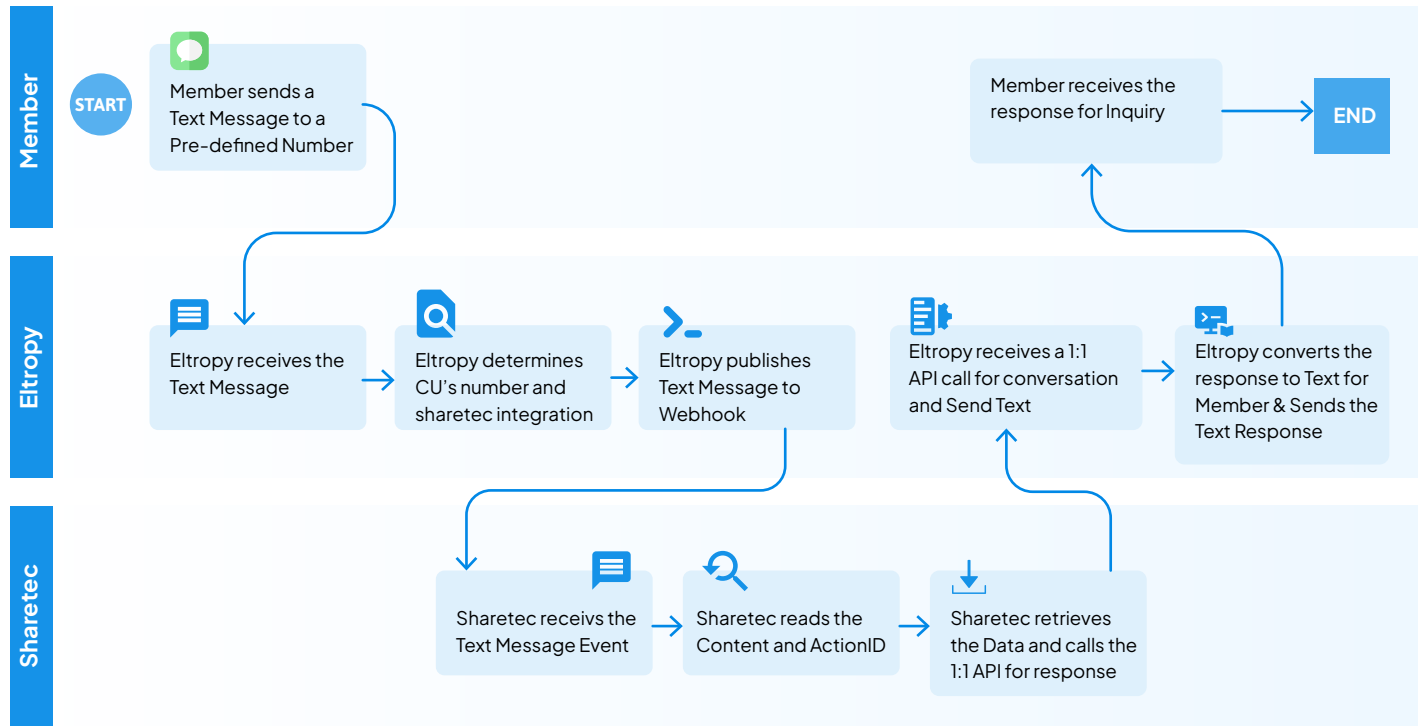
- ✓ Eltropy provides Credit Unions with a PowerOn.
- ✓ Modify the PowerOn based on its requirements.
- ✓ Install the PowerOn within the structure and protection of its core system.

Messages Filter ✕

Activity Type

Text Banking Alerts ⌄

Cancel   OK

MYBAL

Your Account Balance is $2500.45 as of 24-Feb-2022

Member

START

Member sends a Text Message to a Pre-defined Number

Member receives the response for Inquiry → END

Eltropy

Eltropy receives the Text Message → Eltropy determines CU's number and sharetec integration → Eltropy publishes Text Message to Webhook

Eltropy receives a 1:1 API call for conversation and Send Text → Eltropy converts the response to Text for Member & Sends the Text Response

Sharetec

Sharetec receivs the Text Message Event → Sharetec reads the Content and ActionID → Sharetec retrieves the Data and calls the 1:1 API for response

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❝❞ Eltropy is a great partnership for Sharetec because it allows our Credit Unions the power to connect with their members and stay competitive in a world where quick service is so important. This platform is easy to use and comes with so many benefits: workflows, automations, compliance and security all in one

Carrie Heck

Regional Director

Sharetec

Benefits

Timesaving

Allow members to perform everyday banking tasks without need to visit a Credit Union location.

Bank On-the-Go

No need for a desktop. Text Banking allows your members to bank from the train, airport, or backseat of a cab.

Easy to Monitor

Allow your members to stay on top of daily transactions to protect against fraud.

More Control

Give control to members with predefined commands at their fingertips.

Reduced workload on Member Services

Expand the digital footprint for the Credit Union's by enabling and simplifying the ability for members to perform simple transactions like "Internal Transfer".

The ONLY Text Banking Solution that works with Sharetec

📞 408 - 461 - 5402

✉ hello@eltropy.com