

## CONTACT CENTER INTEGRATION

# Text-enable your Contact Center with Eltropy + NICE inContact Integration

Members are messaging. Now you can answer. Eltropy and NICE inContact partner to streamline contact center operations. This partnership aims to help credit unions provide optimal member experience through meaningful, engaging Text messaging.

### Blending Text Messaging with Contact Center

- Prevent fraud by using 2FA via Text of mobile phone callers
- Reduce AHT and increase FCR by 2-Way Texting with mobile callers while on phone call
- Improve CSAT and NPS score by using Co-Browsing to empower your call center agents to minimize customer friction

and much more!

### Did you know?

Eltropy's 2 factor authentication and Text messaging technology has shown a 300% faster Member authentication and a 20% call volume deflection leading to 1 day efficiency gains

### In a Nutshell: 2-Factor Authentication

- Member receives a verification code and reads the code to agent over phone
- Agent enters the code to verify the caller
- From NICE inContact call center dashboard launch Eltropy and click on Verify Member



Hello Jared,  
We are happy to help you. Your code is 457 754. Share this with your representative to verify your identity.



## Never again let your customers' voices go unheard.

### Agents can manage multiple conversations at once

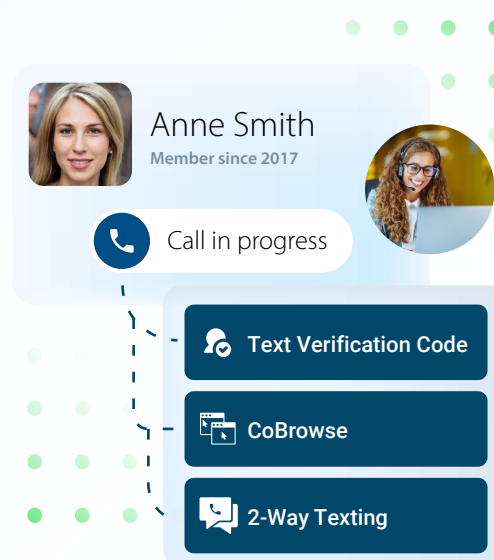
If there's one universal truth about customers, it's that they hate to wait. Over 75% of customers expect customer service to be faster, and 90% are frustrated by being placed on hold for a long time. But with texting, agents can manage multiple conversations at once, decreasing AHT.

### Texting is cost-effective.

A Forrester study found that the average cost of a customer service **phone call** ranges anywhere between **\$6 and \$25**, or an average of \$15.50 per interaction. **Text chat**, by comparison, is significantly less expensive, ranging between **\$1 to \$5 per session**.

### Manage messages from multiple channels

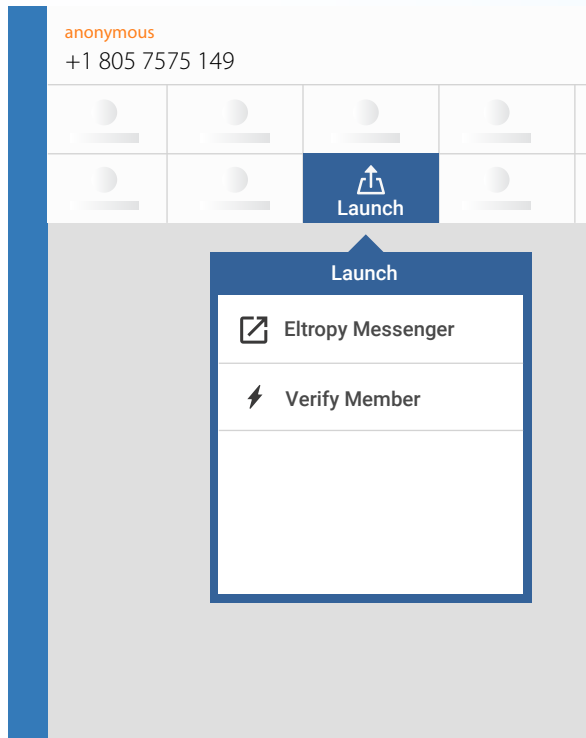
Conversations never get lost and you meet the customer on the platform that they prefer, ultimately increasing satisfaction and gaining loyal customers.



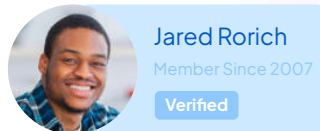
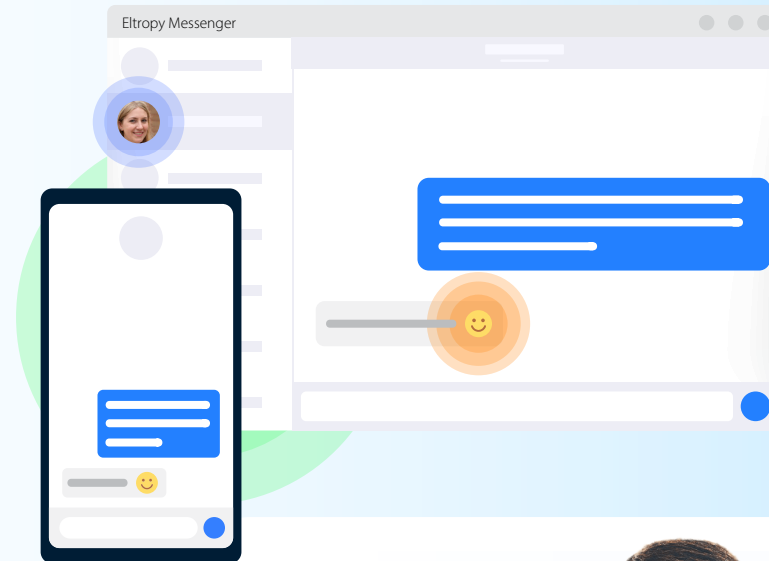
# Texting from NICE inContact just got easy!

Just Launch the Eltropy Messenger and start Texting from NICE inContact

**1** From NICE inContact Call Center Dashboard, launch Eltropy and click on Eltropy Messenger



**2** Seamlessly Text with callers while talking at the same time. Open up new possibilities during a phone call, by sharing useful links, information and more.



## The Bottom Line

Customers prefer short, interactive, and mobile-friendly communications. Text messaging does just that. It's quick, intuitive, and is their preferred channel for customer-to-business communication.

Pandemic or not, 70% of our members said they plan to never come back to a branch for their banking needs. Eltropy helped us digitally connect members with branch, lending, collection, and contact center associates using one singular solution across all channels. We evaluated many of the top vendors in this market, and only Eltropy could deliver what we were looking to provide.



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**The ONLY Text Solution that works with NICE inContact**

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