



fiserv.DNA



Core Data Processing Integration

Key features



1:1 Text conversations within the **DNA environment**



Instantly sync Text history to DNA



Member opt-outs updated from Eltropy to DNA **to meet TCPA requirements**



Verify the member instantly using **2-FA**



Member opt-outs updated from DNA to Eltropy to meet **TCPA requirements**



Automated alerts based on changes to account on **DNA**

1:1 Text Conversation

- Agent receives a request regarding his/her account from the member
- ✓ Eltropy identifies the member based on the data from the DNA
- + Alternatively, agent launches Eltropy from DNA
- ✓ Agent verifies the member using 2FA code
- ✓ Agent continues to service the member
- ✓ Eltropy syncs the Text conversation with DNA

Automated Text Alerts Workflow

- Credit Union configures the automated Text alerts in Eltropy based on events in DNA like new account opening, CD maturation
- ✓ DNA sends data extract to Eltropy
- ✓ Eltropy sends out Text Alerts based on DNA's data extract
- ✓ Eltropy syncs the Text conversation with DNA

Next Steps

Write to Eltropy

hello@eltropy.com

Reach Temenos

**Ask your CSM or
raise a service request**

Dear John,
Your 2FA Code for verification is 484869. Do not share this code with anyone other than your contact center representative.

MyCU

