

liserv. DNA

Core Data Processing Integration

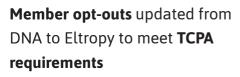
Key features



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



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

Next Steps

Write to Eltropy

hello@eltropy.com

Reach Temenos

Ask your CSM or raise a service request

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



Dear John,

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

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