

# Take the call with Eltropy Voice+

Level up your contact center experience.

Eltropy Voice+ is a future-ready AI-powered voice+digital conversation experience for credit unions & community banks that integrates traditional voice with a powerful unified conversations platform.



Enable Your **Members & Customers** access service Faster, Better, and On their terms.

### Lower Wait Time & Abandonment Rate

Off-load simple calls to AI Voice Virtual Agent and reduce the wait time without adding more member service representatives

### Reduce Call Volumes & Hold Times

Empower members with self-service AI chat & voice that allows them to potentially resolve issues on their own.

Make Your **Agents** feel Empowered, Equipped and Efficient.

### Increase First-Contact Resolution (FCR) Rate

Switch between channels while on call to allow for richer interactions and equip agents with the right information (AI knowledge assist) to resolve issues on first contact.

### Reduce Average Call Handle Time (AHT)

Use advanced features like co-browsing, smart routing, and AI-to-agent handoff with chat history to empower agents with faster problem-solving.

Empower Your **Executives** to Identify, Optimize, and Drive Growth.

### Optimize Contact Center Efficiency

Track key metrics in real-time and historically to identify and address bottlenecks proactively.

### Improve Member & Agent Satisfaction

Monitor agent performance and customer satisfaction levels (CSAT) to identify areas for improvement.

## Eltropy Voice+ Capabilities

Soft Phone Controls

Warm & Cold: Transfer and Conference

Call Recording

911/e911

Call Back

Drag & Drop Call Flow

Priority Queues

Screenpops

Voicemail

After Call Work

Outbound Calling

Interaction Insights Dashboard

Agent Proficiency

Live! Supervisor Dashboard

Eltropy AI Voice Transfers with Context

Caller ID

Co-browsing.

**and more!**

“Voice+ will dramatically improve the service we provide members. By allowing our agents to combine voice with digital channels like text, video, co-browsing, and AI assistance – we can resolve issues faster and more effectively in a single unified experience.”

**Howard Meller**  
President & CEO



Let's  
Talk

 [team@eltropy.com](mailto:team@eltropy.com)

 [eltropy.com/demo](http://eltropy.com/demo)

