

Enhance Your Member Experience

AI Chat Agents offer a complete solution, prioritizing responsible AI practices. This approach empowers members to independently access information and improves efficiency across digital platforms. AI Chat Agents are designed to facilitate safe interactions, providing members with personalized and accessible knowledge.





80%

of calls contained by AI Chat Agents

24x7

Round-the-clock and self-service capabilities

30%

Boost in reach enabling multi-language support for broader accessibility

AI Impact

Innovative Generative AI-Driven Solution

AI Chat Agents is an innovative solution, specifically designed for community financial institutions. Its goal is to enhance member experience and digital engagement while adhering to Safe AI guidelines. By utilizing Generative AI, AI Chat Agents offer a range of features that enable self-service options and improve operations across various digital platforms, including websites, online banking systems, and mobile applications.

Benefits



Enhanced Member Experience

The AI empowers members to efficiently self-serve, providing timely, accurate, and helpful support 24/7



Operational Efficiency

The AI-driven solution streamlines operations across digital platforms, simplifying routine tasks and ensuring compliance and data protection with 'Safe AI'.



Humanized Knowledge Access

The AI offers a human touch when needed, maintaining a personalized and secure support system for members.



Multi-Language Support for Wider Reach

The AI supports multiple languages, catering to a wider audience across different cultural backgrounds



Seamless Integration

The AI seamlessly integrates into existing online banking platforms and mobile apps, ensuring a cohesive digital experience for members.

Key Features

AI Website Navigation for intuitive member interactions.

A robust Knowledge Base Response system that delivers accurate information.

Advanced Natural Language Understanding (NLU) for precise request containment.

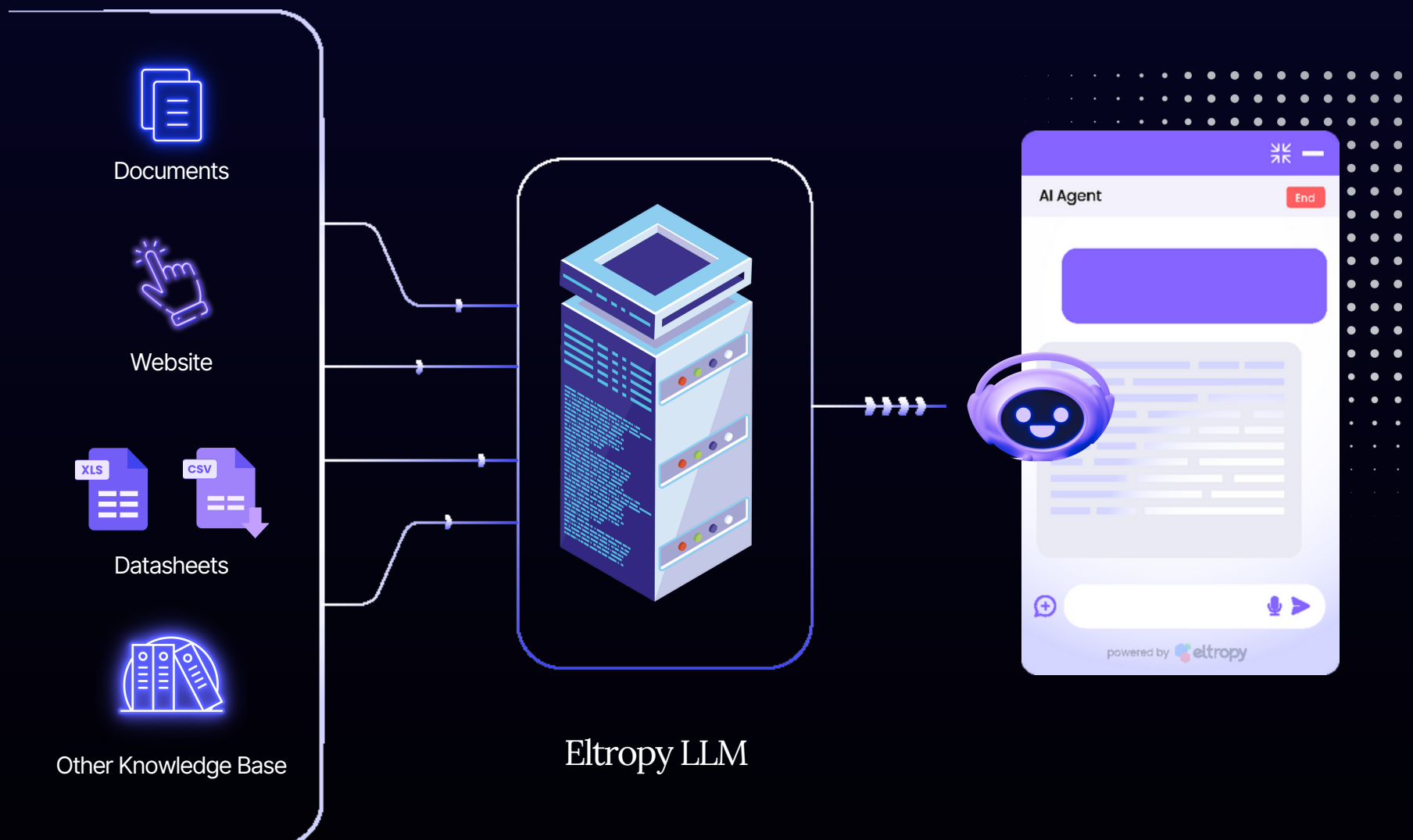
Hello! How can I help you?



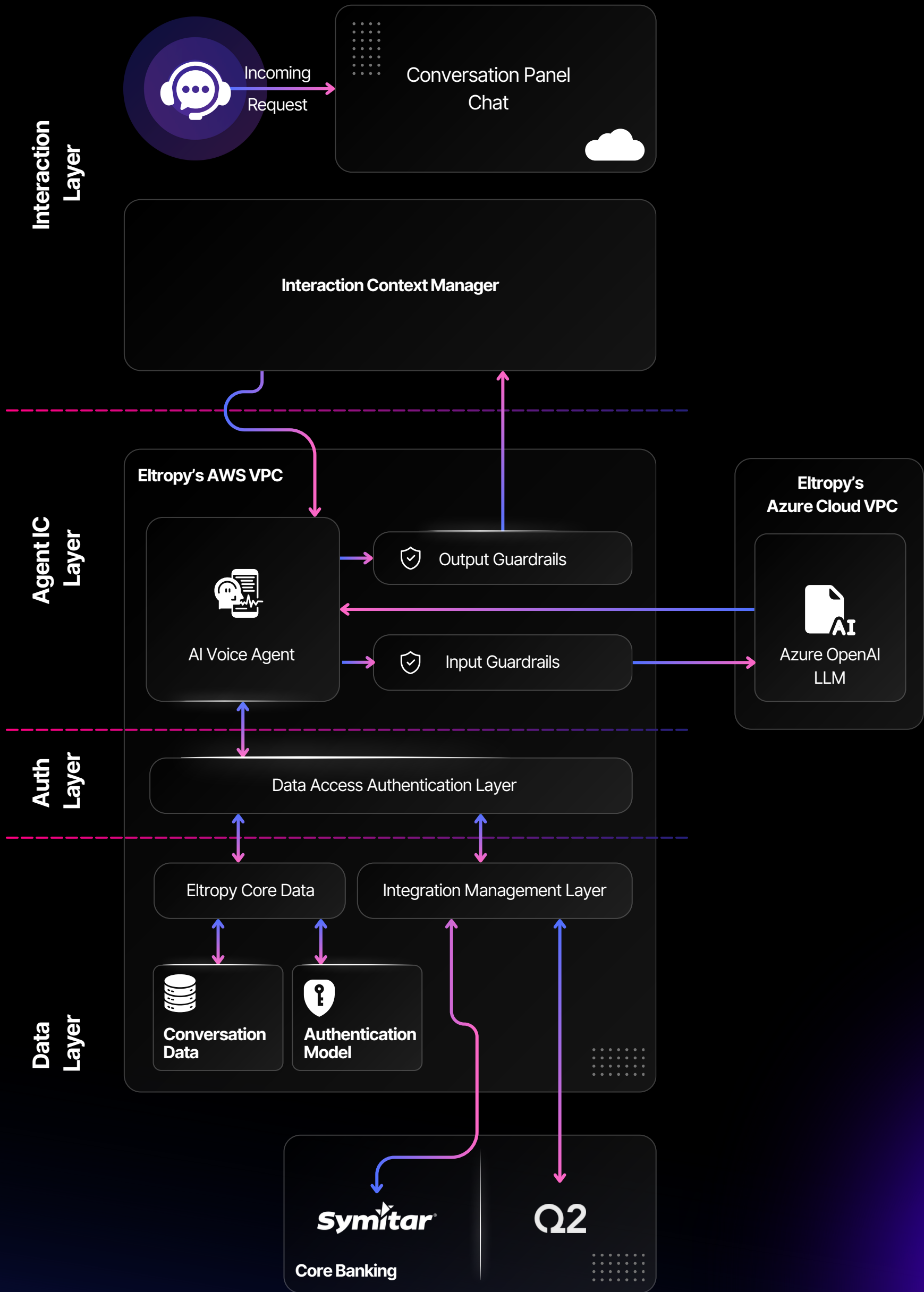
Enhanced Member Experience

Intelligent Process Automation simplifies routine tasks, and seamless transfers to agents on your channel maintain a human touch when needed. With multi-language support and easy integration into your existing online banking platforms and apps, AI Chat Agents empower your members to efficiently self-serve, enhancing their overall digital experience.

Empower Your Members with AI – transform your community financial institution's digital engagement, ensuring your members receive timely, accurate, and helpful support 24/7 whenever they need it. AI Chat Agents, with Safe AI, are your key to a superior member experience and operational efficiency in the digital age.



AI Chat 2.0 Components-Architecture



Product Capabilities

AI Website Navigation

Enable seamless and intuitive website navigation powered by AI, allowing members to find information and complete tasks on your digital platforms easily.

GenAI Knowledge Response

Leverage a robust Knowledge Base Response system to provide instant, accurate answers to member queries, enhancing self-service capabilities and reducing wait times.

Robust Knowledge Management System

Deploy an AI Knowledge Management System that intelligently organizes and retrieves information, ensuring members access the most relevant and up-to-date content.

Transfers to Agent on Any Channel

Facilitate seamless transfers to human agents across any channel, ensuring members can easily escalate their inquiries when needed.

Comprehensive AI Agent Performance Insights

Gain in-depth analytics on your AI Chat Agent's performance, empowering you to monitor, optimize, and fine-tune its operations for maximum efficiency and effectiveness.

Advanced NLU for Request Understanding

Utilize advanced Natural Language Understanding (NLU) to accurately interpret member requests, ensuring precise and relevant responses for a superior member experience.

Automatic Multi-Language Support

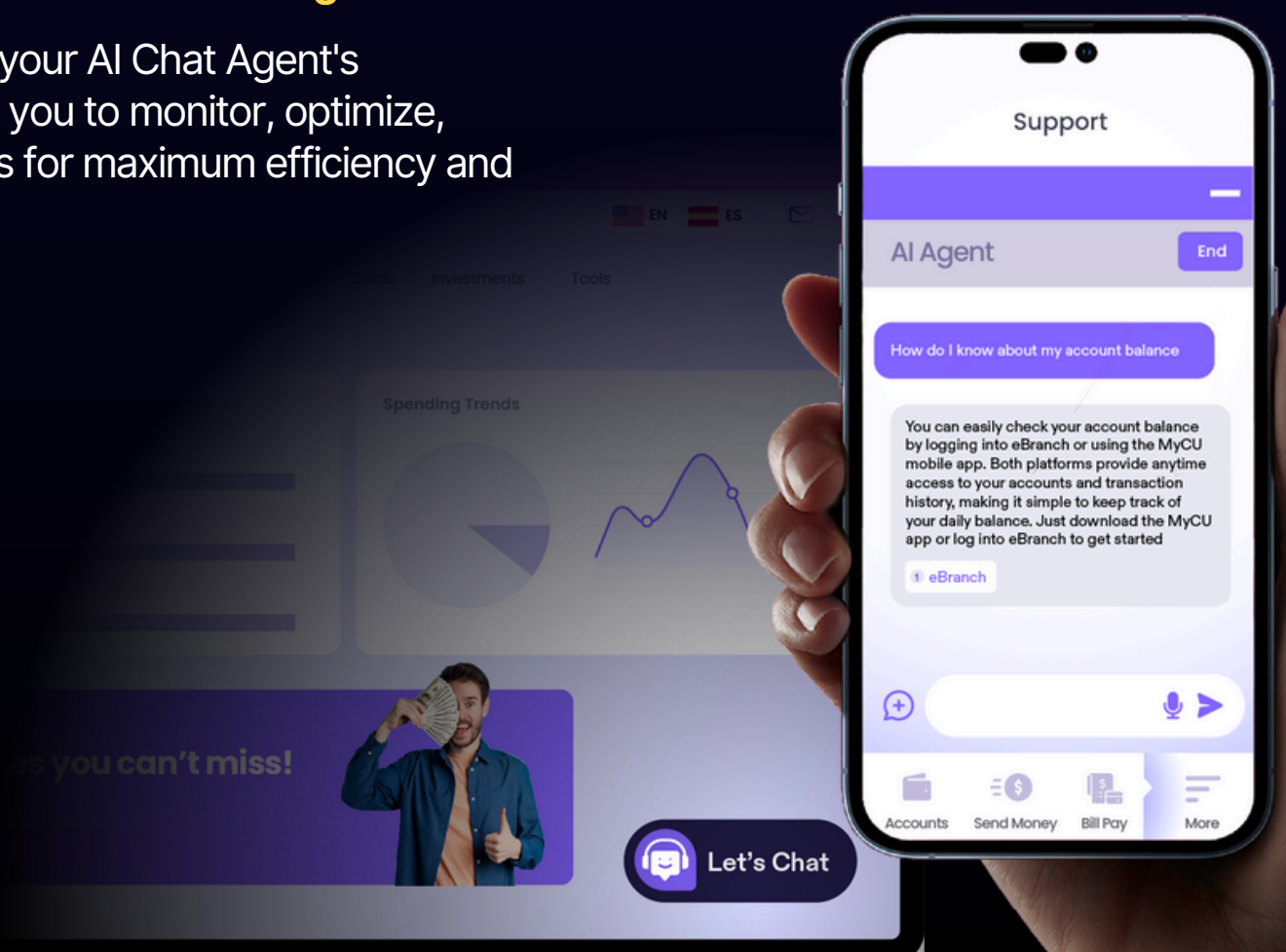
Offer multi-language support to cater to diverse member demographics, ensuring clear and effective communication in their preferred language.

Safe AI

Safeguard user data, adheres to regulations, and emphasizes transparency, ultimately ensuring a secure and trustworthy AI experience for users.

Integrate into Your OLB Platforms & Apps

Easily integrate AI Chat Agents into your existing online banking platforms and mobile applications, enhancing functionality and providing a unified member experience.



Put AI Chat Agents to work for your financial institution

AI Chat Agents, designed with Safe AI principles, can help community financial institutions revamp their digital engagement. They provide members with timely, accurate, and helpful support 24/7. By enabling members to effectively self-serve and improving their overall digital experience, AI Chat Agents ensure both a superior member experience and increased operational efficiency in the digital age.

Learn more at: <https://eltropy.com/ai/eltropy-ai-agents/>



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