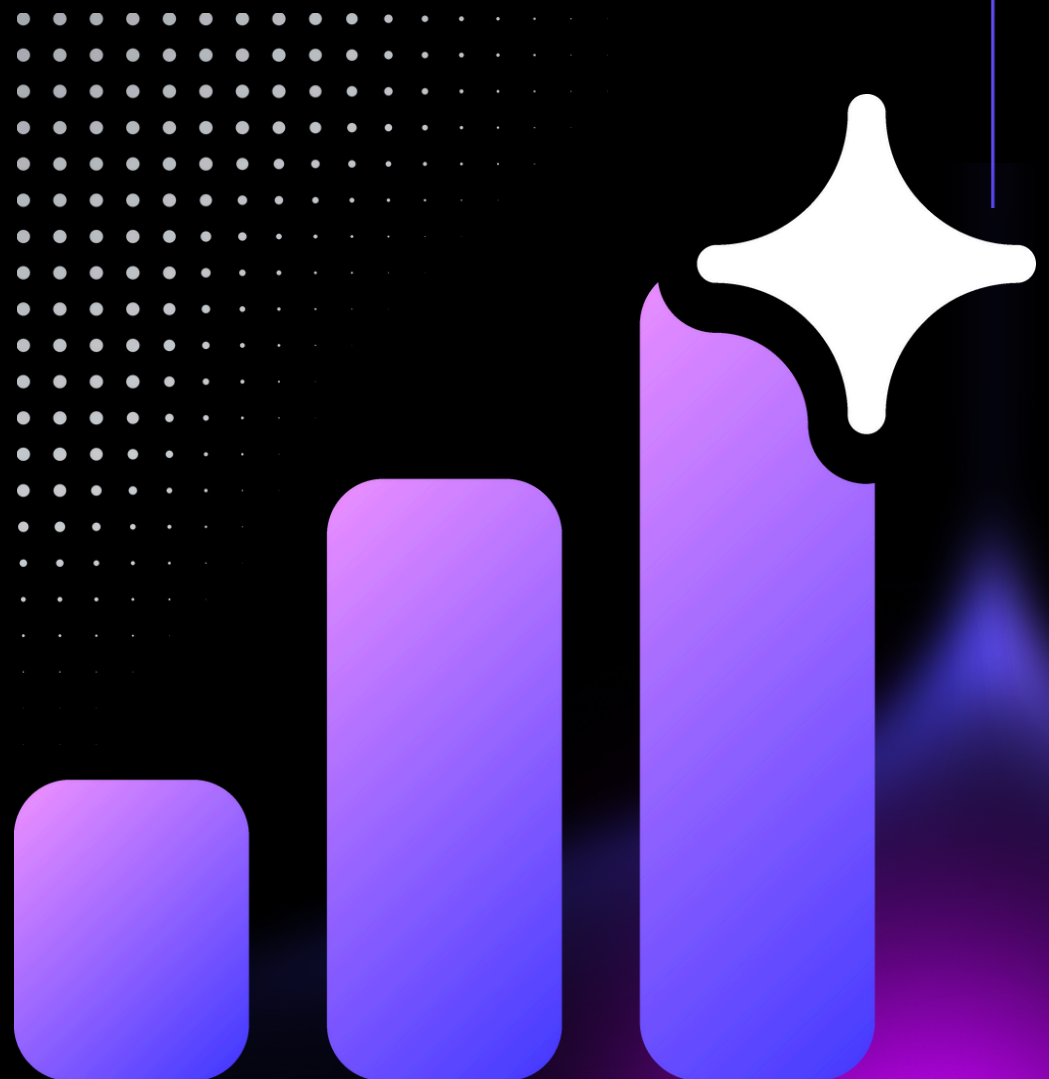


DATASHEET - AI INTELLIGENCE

# Improve Business Agility

Revolutionize how your organization oversees digital and telephony interactions. By utilizing state-of-the-art AI technology, it transcribes, summarizes, and scores every interaction, leaving no negative member experience unnoticed. This solution is expertly crafted to uncover subtle cues and assess agent performance, delivering the insights you need to improve business agility and enhance member satisfaction.



**99%**

Conversation audits and visibility

Upwards of

**90x**

Time reduction in Quality Assurance

**33%**

Time saved in contact center operations

**AI Impact**

# Innovative Generative AI-Driven Solution

Discover the potential of tailored AI to gain valuable insights into the elements influencing your CSAT and NPS scores. Transform your service delivery and elevate the overall experience for your members, ensuring satisfaction at every touchpoint.

## Benefits

### **Complete Oversight**

Unified access to member interactions allows for effective monitoring by managers.

### **Enhanced Compliance**

Accurate records support compliance and auditing requirements.

### **Improved Member Experience**

AI insights facilitate quick resolution of critical issues.

### **Operational Efficiency**

AI analytics optimize both agent performance and service quality.

### **Effective Quality Assurance**

Streamlined processes enhance the review of interactions.

### **Enhanced Member Satisfaction**

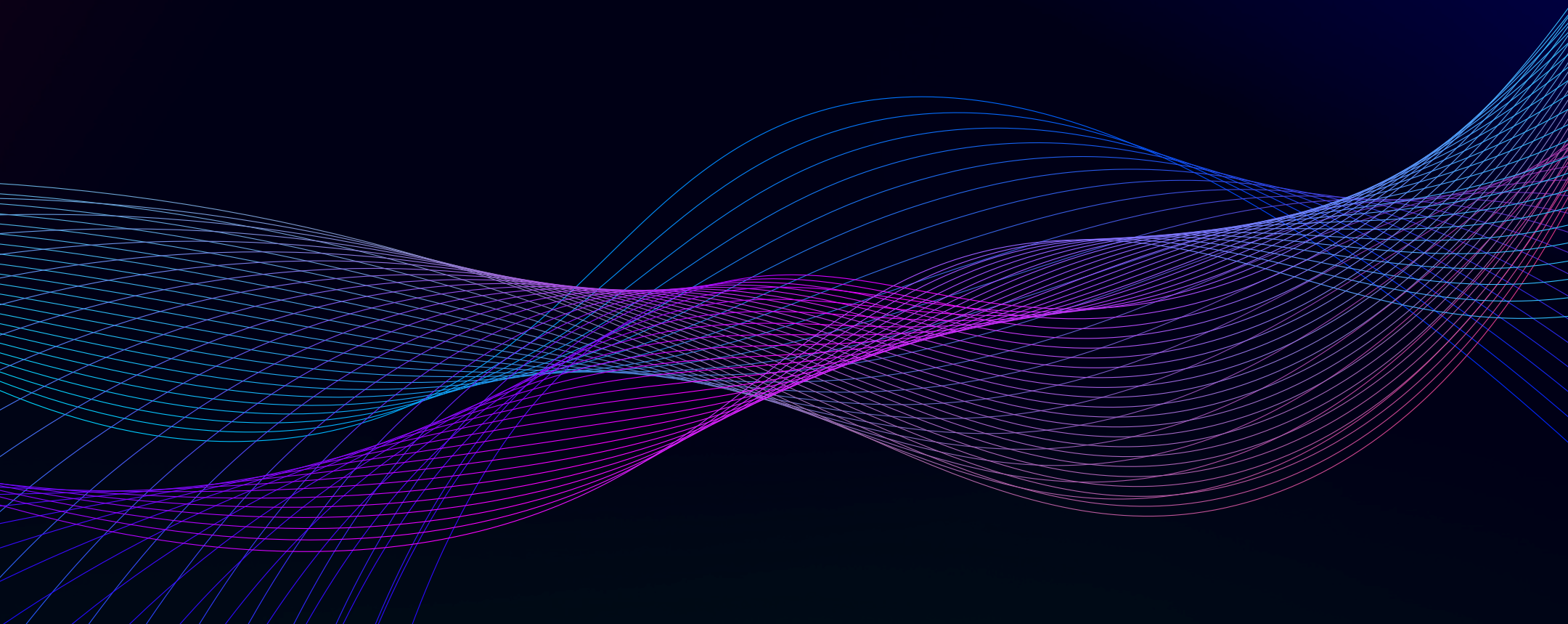
Insights into member experiences lead to improvements and higher satisfaction levels.

### **Detailed Performance Metrics**

Supervisors gain in-depth insights into agent performance for targeted coaching.

### **Informed Decision-Making**

A centralized dashboard provides data-driven insights for better member services.



# Revolutionizing Interaction Analytics

A cutting-edge solution for analyzing digital and telephony interactions. Utilizing AI technology, it transcribes, summarizes, and scores each conversation, allowing for the detection of negative member experiences and the improvement of agent performance through tailored AI scoring based on the queue. By employing advanced topic detection and large language models, Eltropy transforms conversation disposition and quality assurance, leading to enhanced overall communication effectiveness.

## Key Features

### **Comprehensive Multi-Channel Analysis**

Analyze interactions across various platforms, including Chat, Text, Video, Voice+, and third-party phone recordings. This provides a unified view of all member interactions.

### **AI-Driven Insights and Alerts**

Receive real-time alerts and detailed insights into interactions, powered by advanced AI-driven transcription, topic detection, and scoring. This enables prompt attention to critical issues.

### **Streamlined Quality Assurance**

Simplify quality assurance processes with AI-driven conversation summaries, member experience summaries, and follow-up detection. This ensures timely and effective resolution of member concerns.

### **Unified Intelligence Dashboard**

Access a comprehensive dashboard that integrates all interaction data. This offers a holistic view, facilitating informed decision-making.

### **Comprehensive Multi-Channel Analysis**

Analyze interactions across various platforms, including Chat, Text, Video, Voice+, and third-party phone recordings. This provides a unified view of all member interactions.

### **Enhanced Agent Performance**

Boost agent performance with AI scoring and actionable suggestions based on in-depth analytics and performance metrics.

### **Streamlined Quality Assurance**

Simplify quality assurance processes with AI-driven conversation summaries, member experience summaries, and follow-up detection. This ensures timely and effective resolution of member concerns.

The key features offer real-time AI-driven insights and alerts, enhancing the responsiveness to critical issues. The platform improves agent performance through AI scoring and actionable suggestions while streamlining quality assurance with conversation summaries and follow-up detection. A unified intelligence dashboard also consolidates all interaction data, enabling informed decision-making for better member service.

# Product Capabilities

## Comprehensive Multi-Channel Analysis

Analyze interactions across various channels to provide a detailed view of all member communications. Gain insights into member interactions through chat, text, video, voice, and third-party phone recordings to improve your credit union's service quality.

## Advance Topic Detection

Identify key topics in conversations to better understand member needs and concerns. This enables your credit union to address issues promptly and enhance overall member satisfaction.

## AI Action Items/Follow Up Detection

Ensure prompt follow-up on critical tasks using AI-driven detection of action items. Improve member service by guaranteeing that no follow-up tasks are overlooked.

## Interaction Journey View

Gain in-depth insights into each interaction, improving understanding and oversight. This feature enables your credit union to effectively monitor and enhance member engagement.

## AI Scoring & Suggestions

Utilize AI to evaluate interactions and provide actionable insights that enhance agent performance. Improve your contact center operations by boosting agent efficiency and service quality.

## Agent Intelligence

Evaluate agent performance using detailed metrics and insights to enhance improvement. Identify and tackle areas for agent development to increase operational efficiency.

## Conversation Intelligence Integration Dashboard

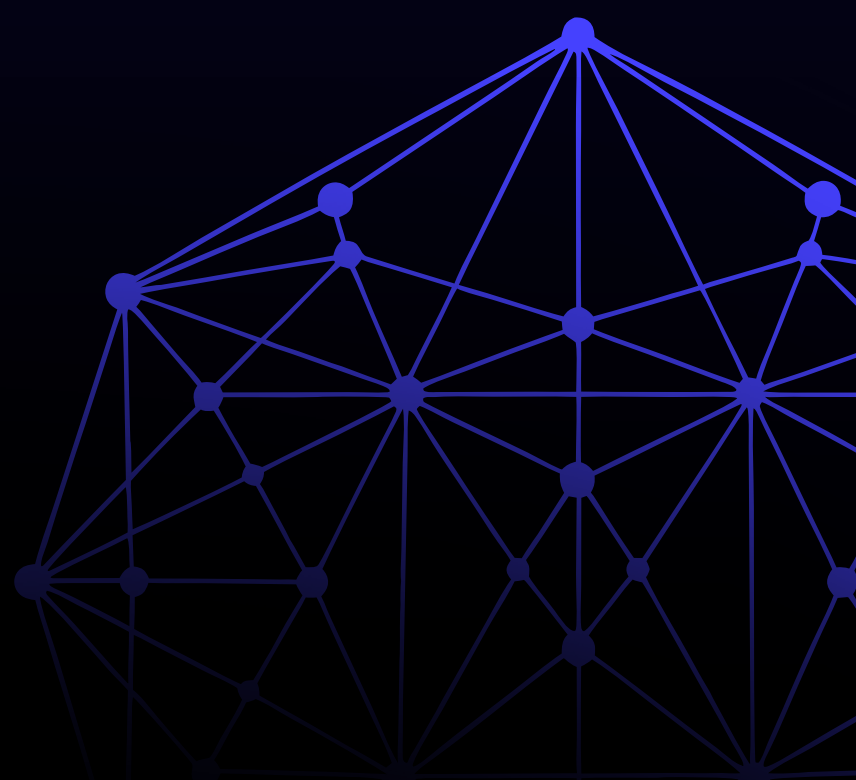
Consolidate and view all member information in one location for comprehensive oversight. Centralize data to enhance management and decision-making.

## Conversation List Overview

Organize and oversee all conversations in a centralized list for easy access. Enhance workflow and ensure effective interaction management.

## Recordings Integrations with Existing Your Recordings

Integrate smoothly with your existing phone recording systems to ensure that all interactions are captured and analyzed thoroughly. Maintain continuity while leveraging current investments and enhancing capabilities with advanced AI insights.



# Put AI Intelligence to work for your financial institution.

Our AI solutions, supported by Safe AI guardrails, empower leaders of community financial institutions to transform their operations. By providing timely, accurate, and essential data, our technology allows managers and/or supervisors to independently access information. This independence enhances their decision-making abilities and equips them with the resources needed to improve business agility in the digital age.

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



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