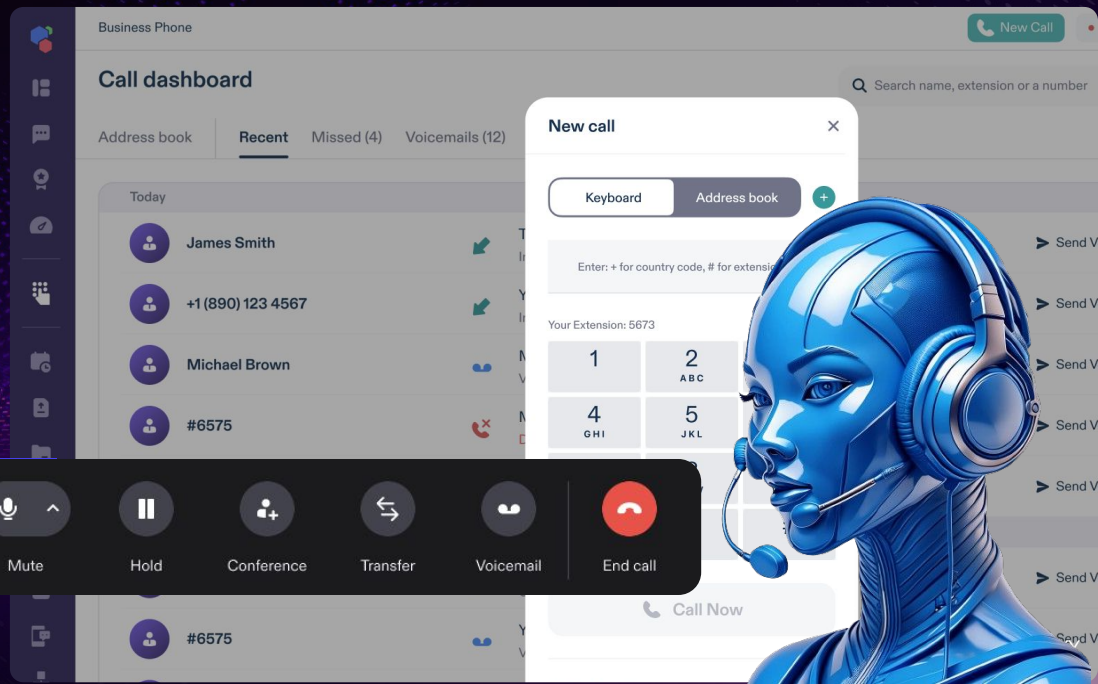


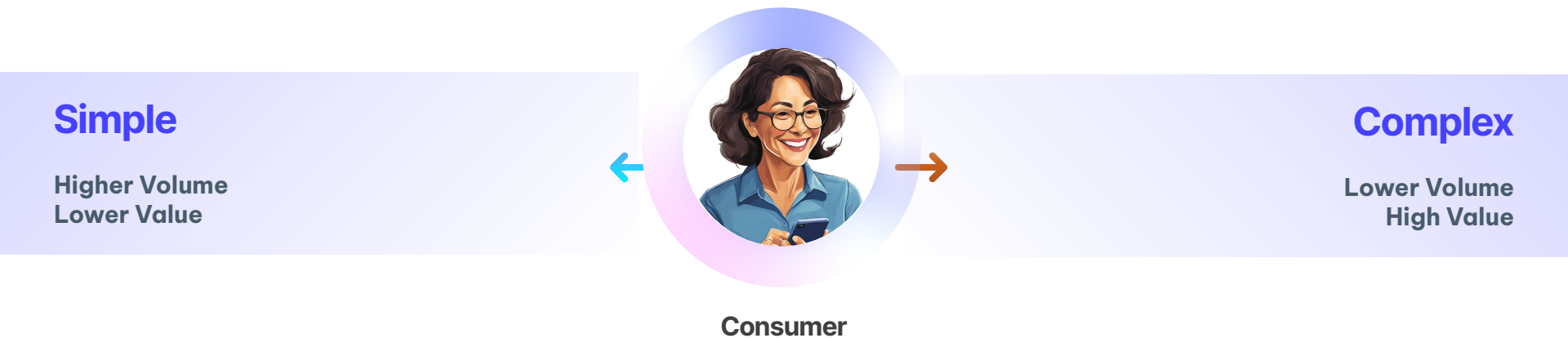
# Telephony in the Era of AI



A large grid of 30 small video frames, arranged in 5 rows and 6 columns. Each frame shows a different person of various ages and ethnicities using a smartphone or tablet. The settings are diverse, ranging from indoor living spaces and offices to outdoor urban environments. The central text 'It's all about conversations' is overlaid on the middle of the grid.

# It's all about conversations

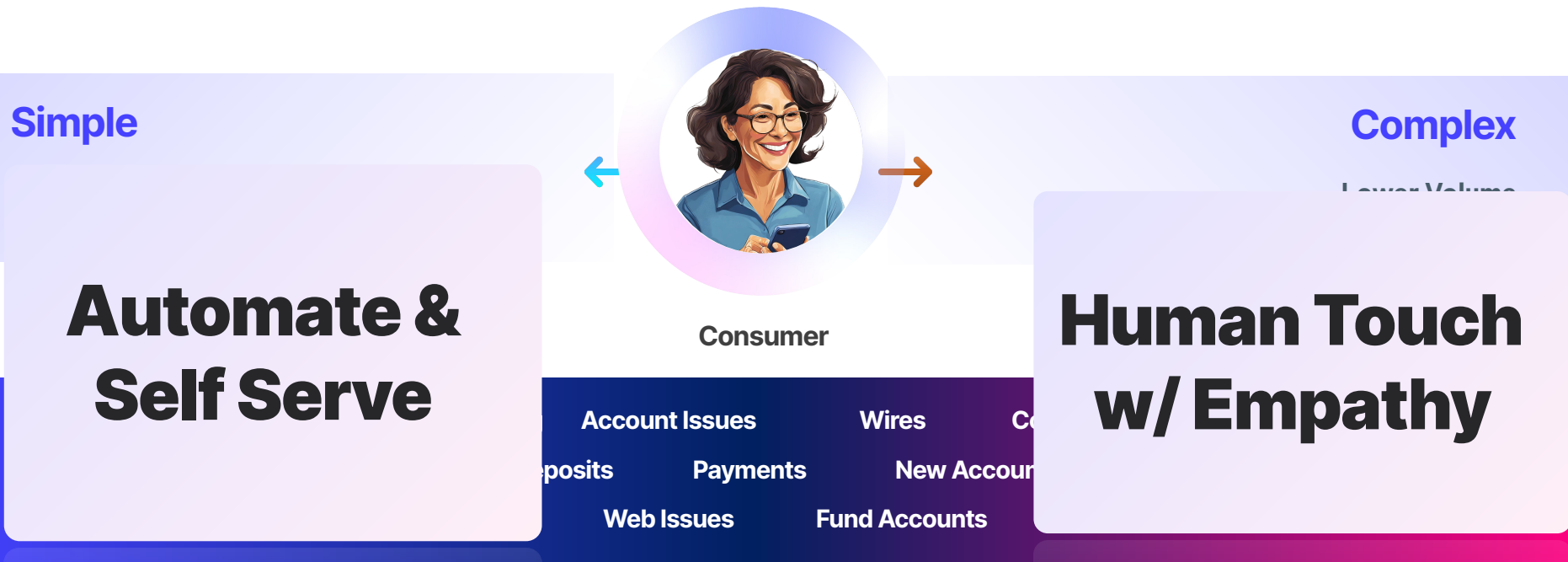
# Conversations CFIs have with their consumers



Withdrawals	Check Cashing	Account Issues	Wires	Commercial Loans	Mortgage
Transactions	Account Balance	Deposits	Payments	New Accounts	Notary
Transfers	Bill Pay	Web Issues	Fund Accounts	Personal Loans	Insurance
					Investments



# Conversations in the era of AI





# Unified Conversations Platform

## Intelligence

AI Intelligence & Analytics

## Automation

AI Agents (Digital & Voice) & AI Assistants

## Communication

Voice+ (CCaaS) | Office Phone | Email | Video | Text | Chat



### Workflows

Appointments

Lobby  
Management

Payments



### Compliance & Security



### Safe AI

## Integrations



Core



Lending



Collections



AOS



Marketing



Call Center



CRM

# **Poll: Which is the most popular Communication Channel?**



**65%** —  
**of all conversations for CFIs**  
**are on the Telephony channel**

---





# Telephony in the Era of AI



## Artificial Intelligence



**UCaaS**

Office Phones

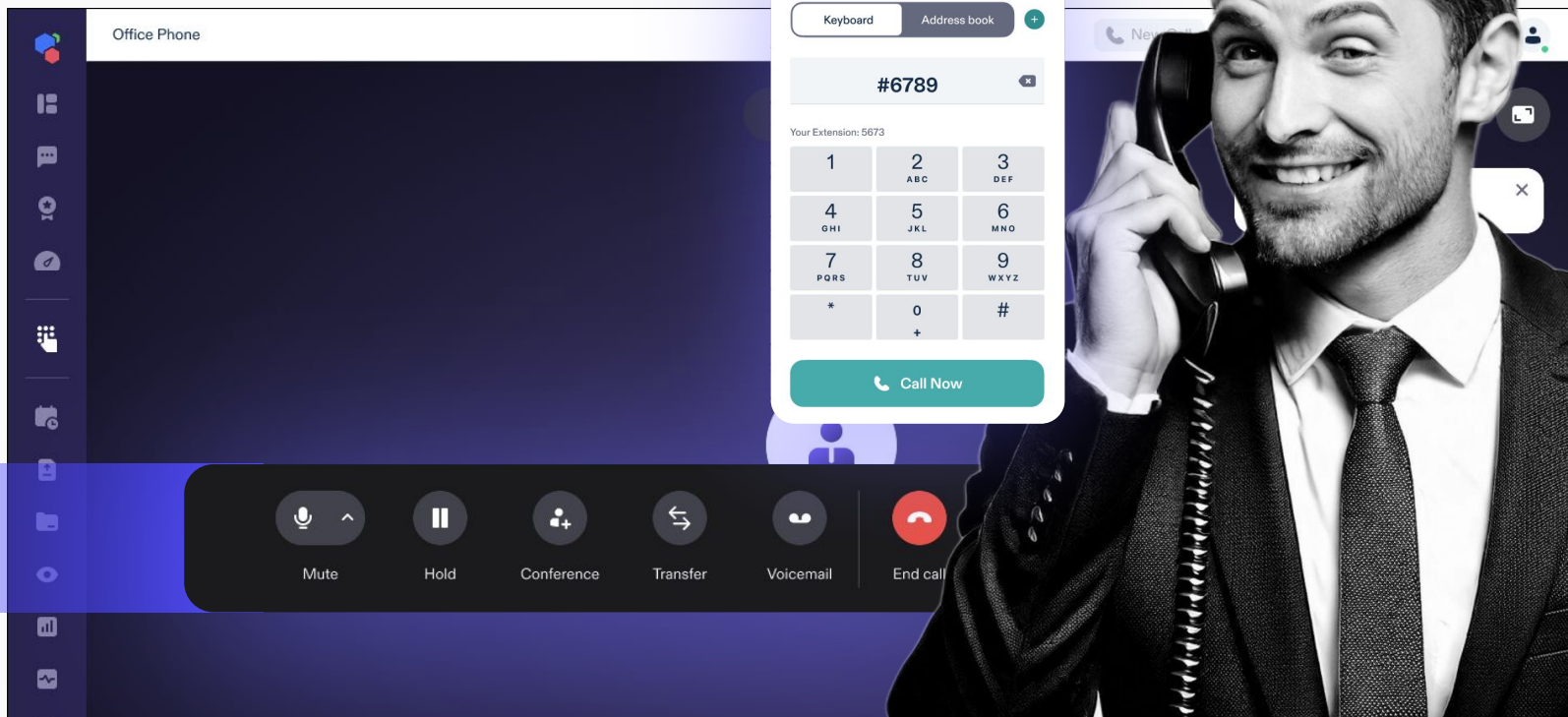


**CCaaS**

Contact Center

UCaaS

# Office Phones



# As Contact Centers Modernize, Office Phones Evolve

**Office Phones and Contact Centers are tied together.**

Modernizing one, forces the other to follow.

**Legacy Office Phones weren't built for AI or the cloud.**

On-prem PBX lacks flexibility and integration.

**CFIs can't afford a fragmented telephony stack.**

Separate vendors create inefficiencies and increase costs.





# Eltropy Office Phone: Key Features



New call

Keyboard

Address book

+

#6789

Your Extension: 5673

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call Now

Voicemail greetings ⓘ

Selecting a greeting will set it as the default voicemail message for the domain.

Upload New

Voicemail greetings ⓘ

Selecting a greeting will set it as the default voicemail message for the domain.

Upload New

Default bell

New call

Keyboard

Address book

+

Type name, extension or a number

Your Extension: 5673

Carlos Rios

Diana Adams

John O'Connor

Mia Ingram

Samuel Ortiz

Audio settings

Make sure you can be heard before starting a voice call.

# Hardware Phone Support

Ensure smooth integration and improve communication to enhance the user experience.



Yealink



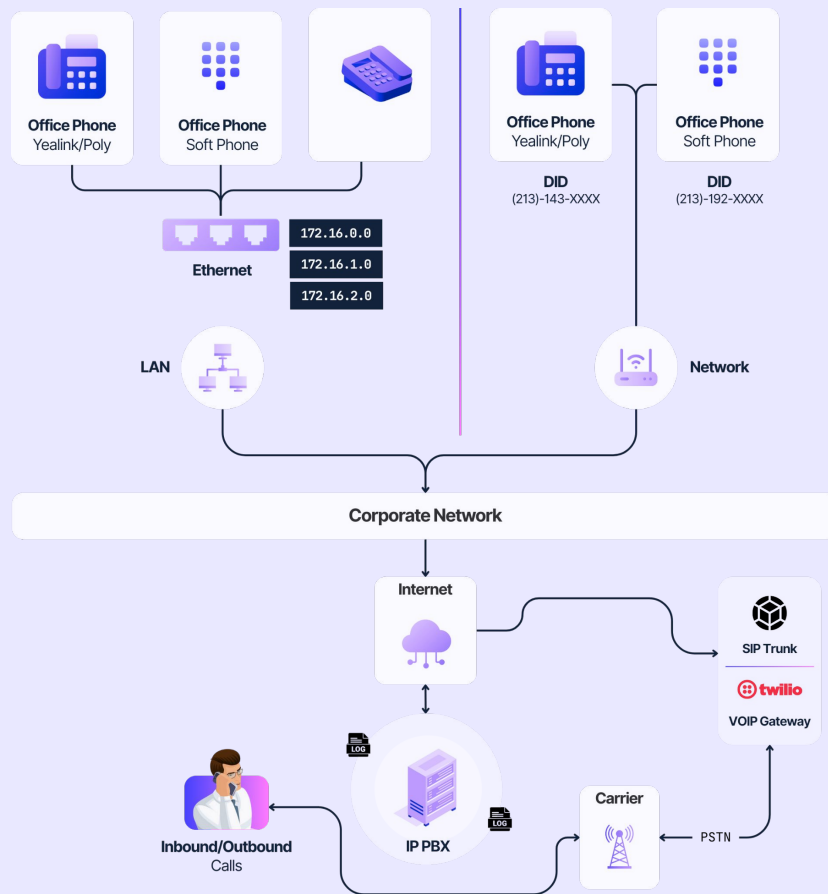
poly

*Any hardware phones  
compatible with  
**FreeSwitch SIP server***

# Demo: Office Phone



# Architecture



# Thank you to our lead partners for Office Phones



## Why did you choose Eltropy Office Phone?

Call to Action:

# Partner with us on Office Phone

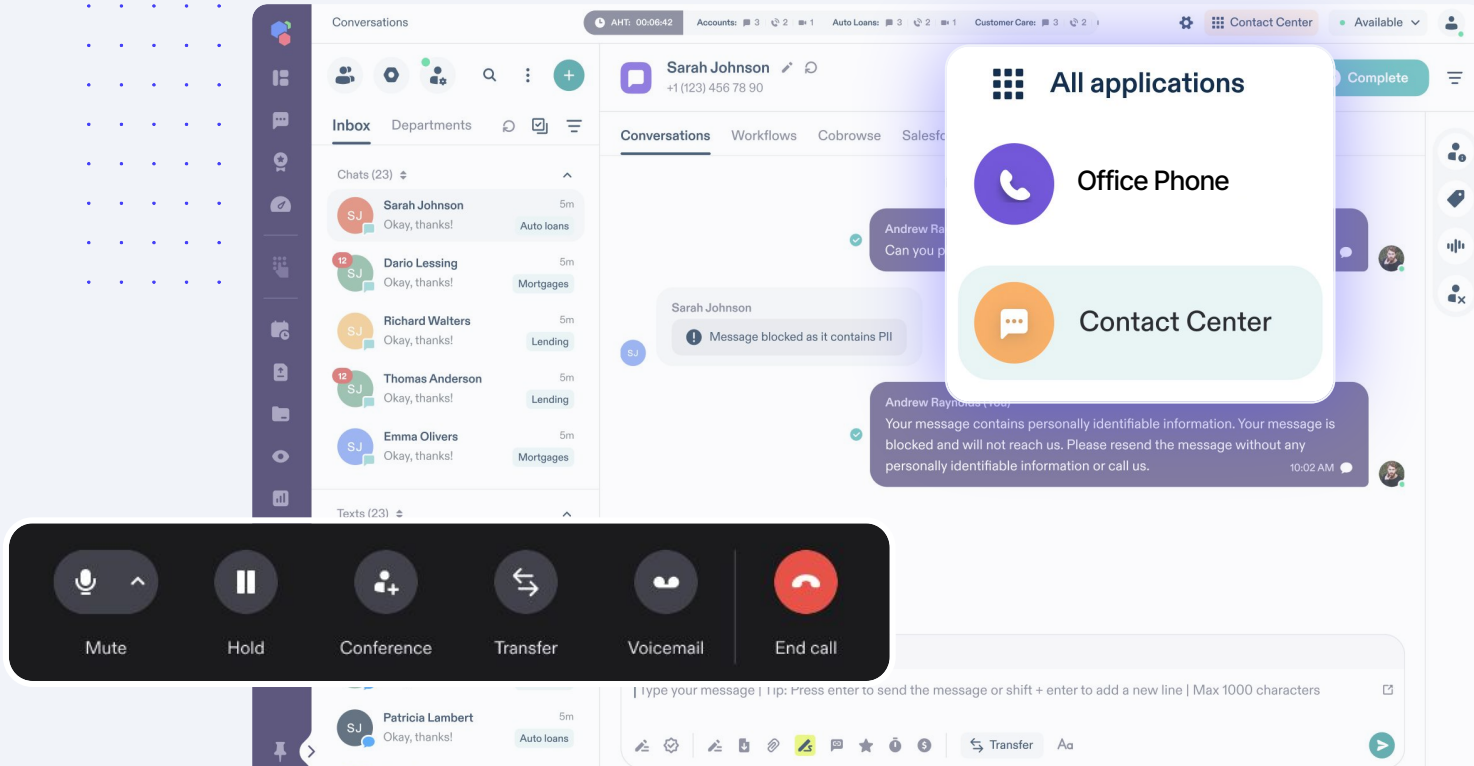
Let's make business conversations smarter,  
faster, and more connected.





# Unifying Your Business Conversations

Seamlessly switch between Office Phone and Contact Center — all on one unified platform.



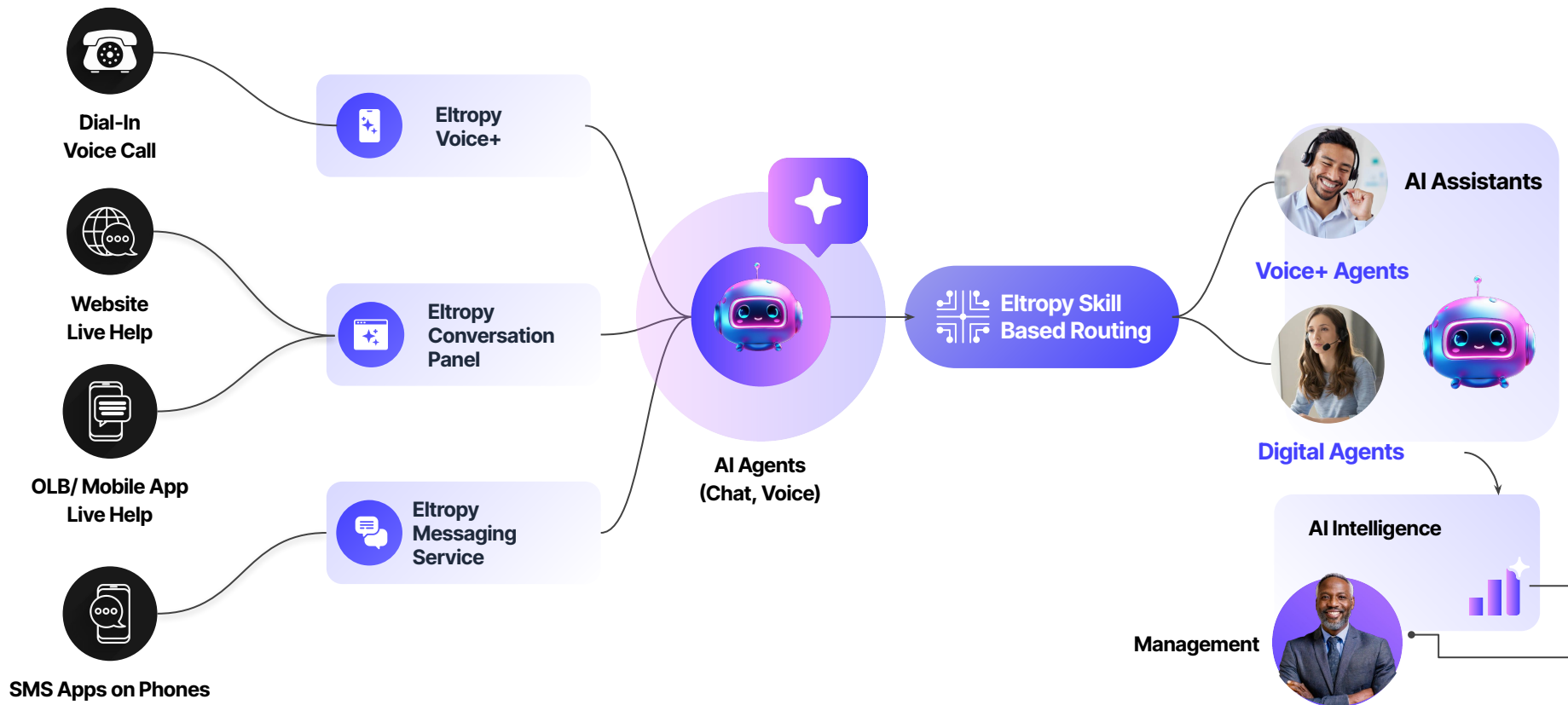
Take the Call with

# Eltropy Voice+

*CCaaS with Built-in AI*



# The Modern Contact Center Stack (CCaaS)



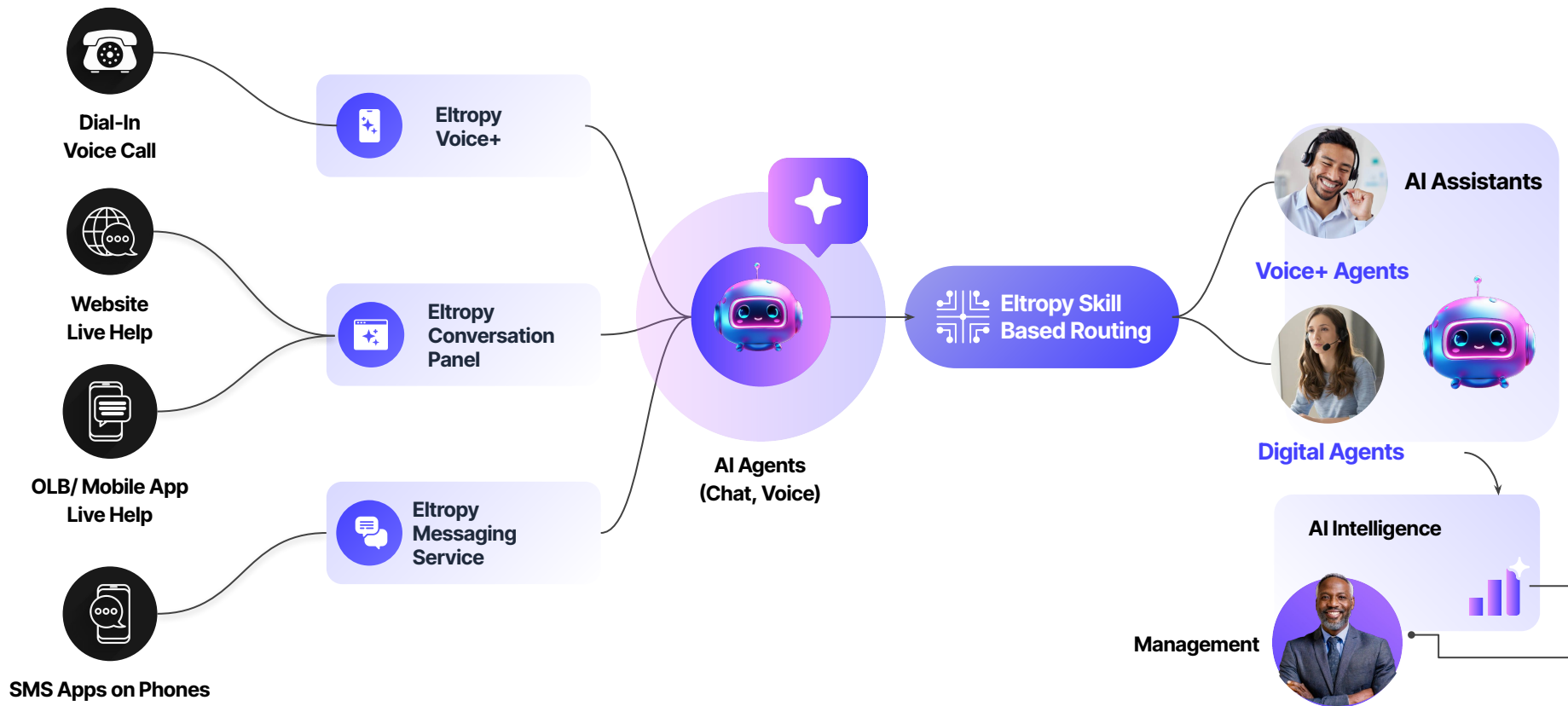


# Demo:

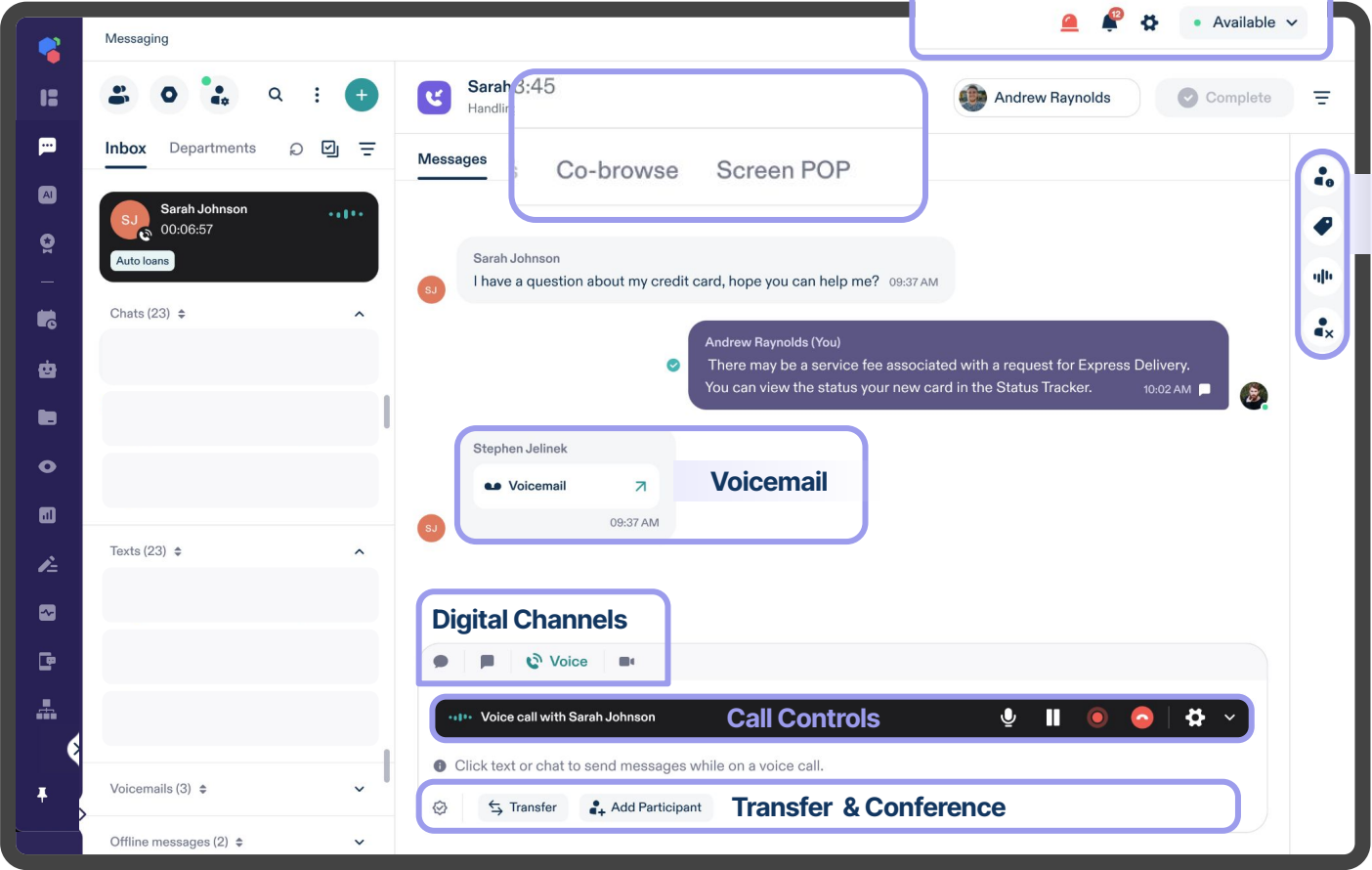
# The Modern Contact Center



# The Modern Contact Center Stack (CCaaS)



# Unified User Experience



After call work  
Infused with AI

# Unified Live! Dashboard for Supervisors

Last updated: 12-30-2023 | 02:30:00 PM |   

☒ Summary

☐ List

☐ Branch operations

Queues	Available users	Waiting	Live	Missed	Service level		Average handle time		Average wait time		Longest wait time		Abandonment rate	
					Interval	Day	Interval	Day	Interval	Day	Interval	Day	Interval	Day
Auto loans	12	9	27	3	63%	63%	01:12:18	01:12:18	00:02:18	00:02:18	00:12:43	00:11:46	11%	9%
Customer care	24	14	36	36	79%	79%	01:12:18	01:12:18	00:03:46	00:03:46	00:18:46	00:12:32	9%	9%
HELOC	6	27	46	46	68%	68%	00:43:25	00:43:25	00:01:25	00:01:25	00:24:25	00:22:48	4%	4%
Insurance	16	27	46	46	68%	68%	00:43:25	00:43:25	00:01:25	00:01:25	00:09:25	00:12:38	4%	4%
Lending	19	27	46	46	68%	68%	00:43:25	00:43:25	00:01:25	00:01:25	00:13:25	00:07:19	4%	4%

## Inbound interactions

Last updated: 02:30:00 PM

100

Text: 60 Chat: 20 Voice: 10 Video: 10

## Outbound interactions

Last updated: 02:30:00 PM

200

Text: 50 Chat: 100 Voice: 30 Video: 20

## Missed interactions

Last updated: 02:30:00 PM

10

Text: 60 Chat: 20 Voice: 10 Video: 10

## Abandonment rate

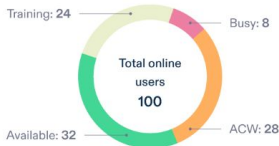
Last updated: 02:30:00 PM

5%

Chat: 3% Voice: 1% Video: 1%

## Online users

Last updated: 02:30:00 PM



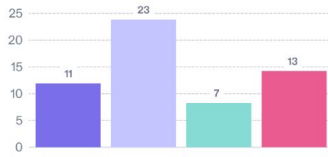
## Idle users

Last updated: 02:30:00 PM

25

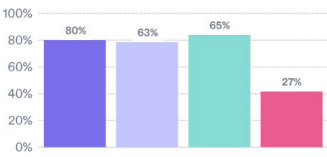
## Available users by channels

Last updated: 02:30:00 PM



## Service level

Last updated: 02:30:00 PM



Real Time Key Metrics

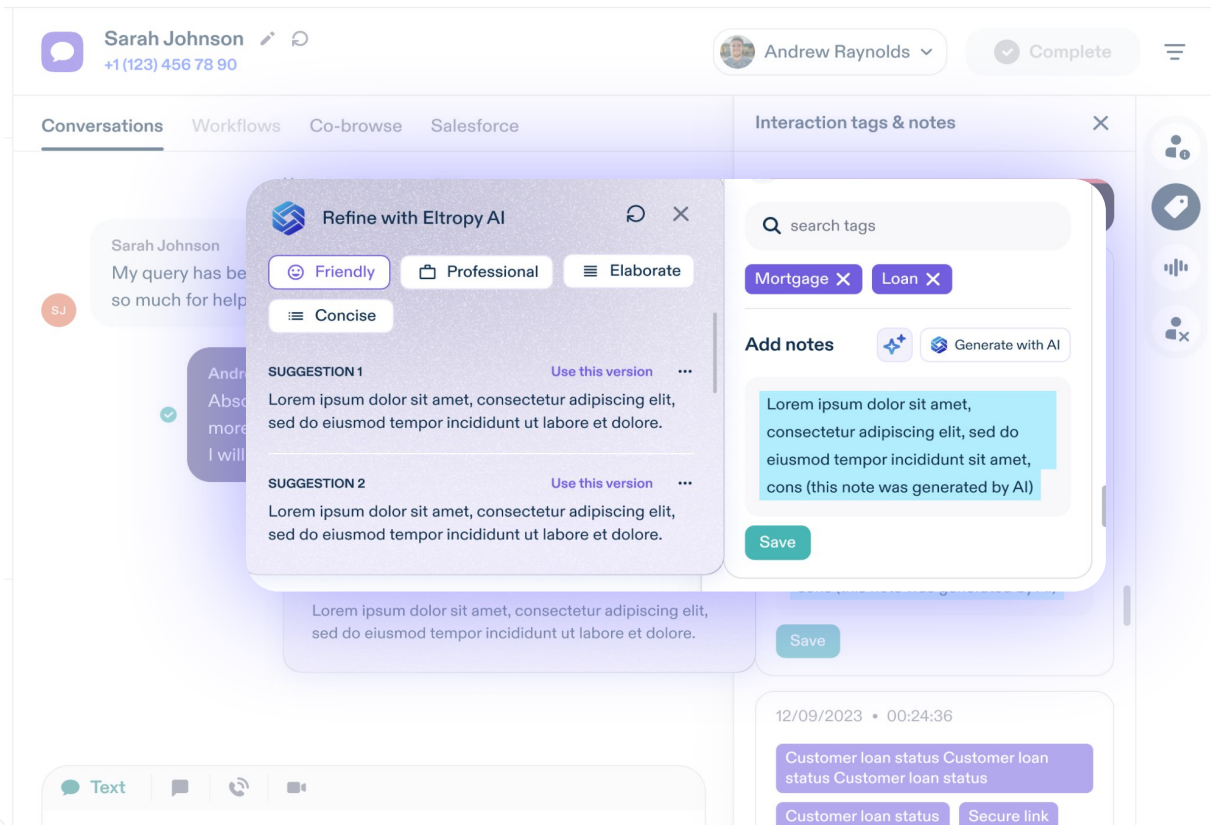
Agents List & Status

Monitor Interactions

Digital Whisper

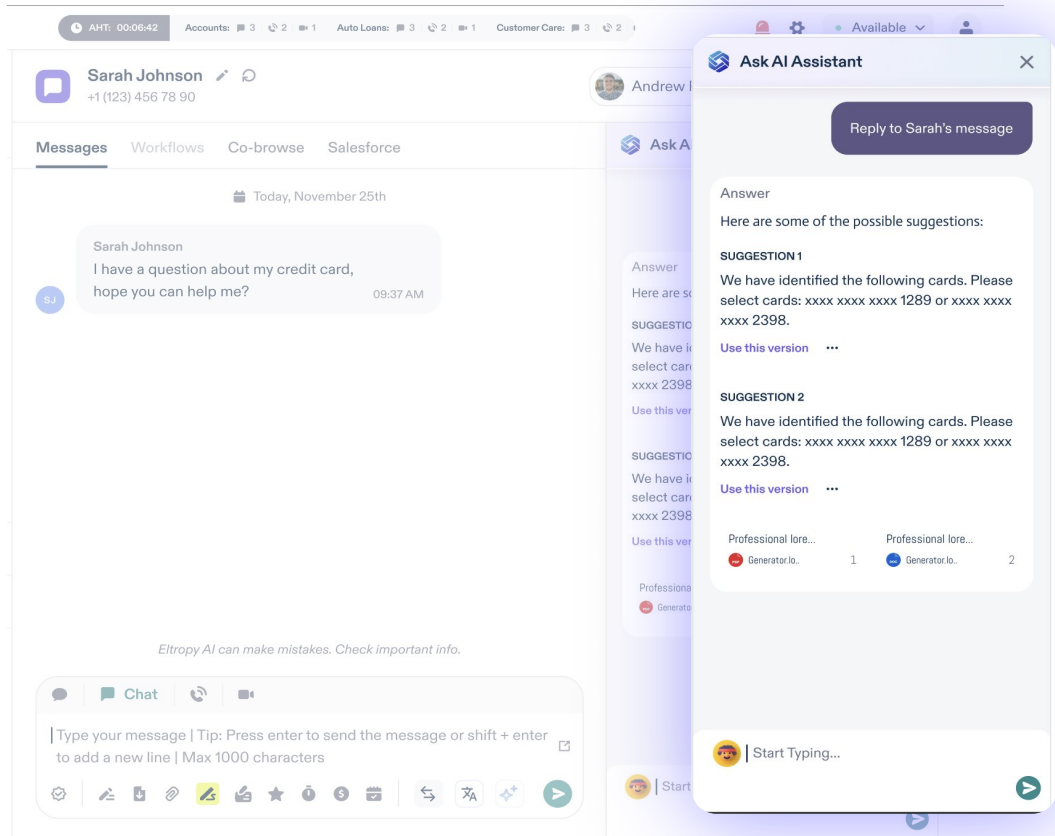
Barge In

Use AI to gather info quickly, reducing effect for both members and collectors



# AI Knowledge Assistants

Reduce handle time and increase first contact resolution with AI-driven tools



The screenshot displays a customer service chat interface. At the top, a status bar shows 'AHT: 00:06:42' and various account metrics. The chat is with 'Sarah Johnson' (+1 (123) 456 78 90). The message history shows a customer inquiry: 'I have a question about my credit card, hope you can help me?' (09:37 AM). The AI assistant, 'Ask AI Assistant', is shown in a separate window, providing a response: 'Here are some of the possible suggestions: SUGGESTION 1 We have identified the following cards. Please select cards: xxxx xxxx xxxx 1289 or xxxx xxxx xxxx 2398. Use this version ... SUGGESTION 2 We have identified the following cards. Please select cards: xxxx xxxx xxxx 1289 or xxxx xxxx xxxx 2398. Use this version ... Professional lore... 1 Professional lore... 2'. The interface includes a 'Reply to Sarah's message' button and a 'Start Typing...' input field.





# Enterprise-Class Voice Capabilities

## Softphone Voice Controls

- ✓ Mute/Hold
- ✓ Warm & Cold Transfer
- ✓ Warm & Cold Conference
- ✓ Call Recording
- ✓ Voice Mail

## Call Flow Designer

- ✓ TTS/Media
- ✓ PSTN/SIP Transfer
- ✓ Data Dip
- ✓ Call Back
- ✓ SMS
- ✓ APIs/Custom Code

## Skill-Based Routing

- ✓ Skill Queues
- ✓ Priority
- ✓ Agent Proficiency
- ✓ Most Idle/Round Robin/Least Occupied
- ✓ RONA
- ✓ Sticky Routing



# The Plus Features in Voice +

## Collaboration

- ✓ Text
- ✓ Video Banking
- ✓ Co-Browse
- ✓ Screenpop
- ✓ eSign
- ✓ Collect/Send Files
- ✓ ID Verify/Check Deposit

## Analytics

- ✓ Call Volume
- ✓ AHT/AWT/AR
- ✓ By Queue Analysis
- ✓ Agent Performance
- ✓ Collaboration Tools Usage
- ✓ AI Containment Rate

## AI Voice Agent Integration

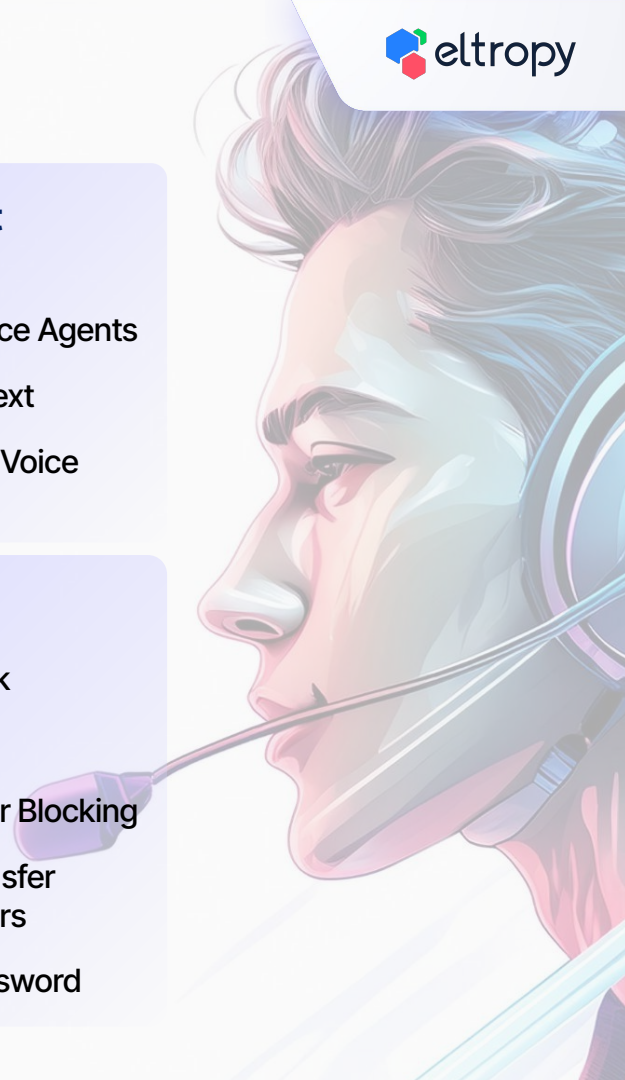
- ✓ Multiple AI Voice Agents
- ✓ Transfer Context
- ✓ Conditional AI Voice Agent Use

## Miscellaneous

- ✓ After Call Work
- ✓ Tags & Notes
- ✓ Phone Number Blocking
- ✓ Provision/Transfer Phone Numbers
- ✓ One Time Password

## Live Dashboard

- ✓ Current Interactions
- ✓ Logged In Agents
- ✓ Real Time Stats
- ✓ Monitor
- ✓ Barge In



# 250K+

## Voice Calls

in less than 6 months

---

# Thank you - Voice+

# 27

**Signed**



**Live**

Introducing  
**AI Voice 2.0**  
*Agentic AI for Telephony*





# AI Voice 2.0: Key Features





# Old vs. New

## AI-Voice 1.0

### *Interaction Type*

✓ **Menu-based** (Predetermined)

### *Knowledge*

✓ **Predetermined FAQs/Flow**

### *Voice Response*

✓ **Artificial / Robotic**

### *Personalisation*

✓ **No personalisation**

### *Languages*

✓ **Limited Support**

### *Maintenance*

✓ **Managed Service**

V/S

## AI-Voice 2.0

✓ **Conversational AI** (Flexible)

✓ **Generative Reponse/Flows**

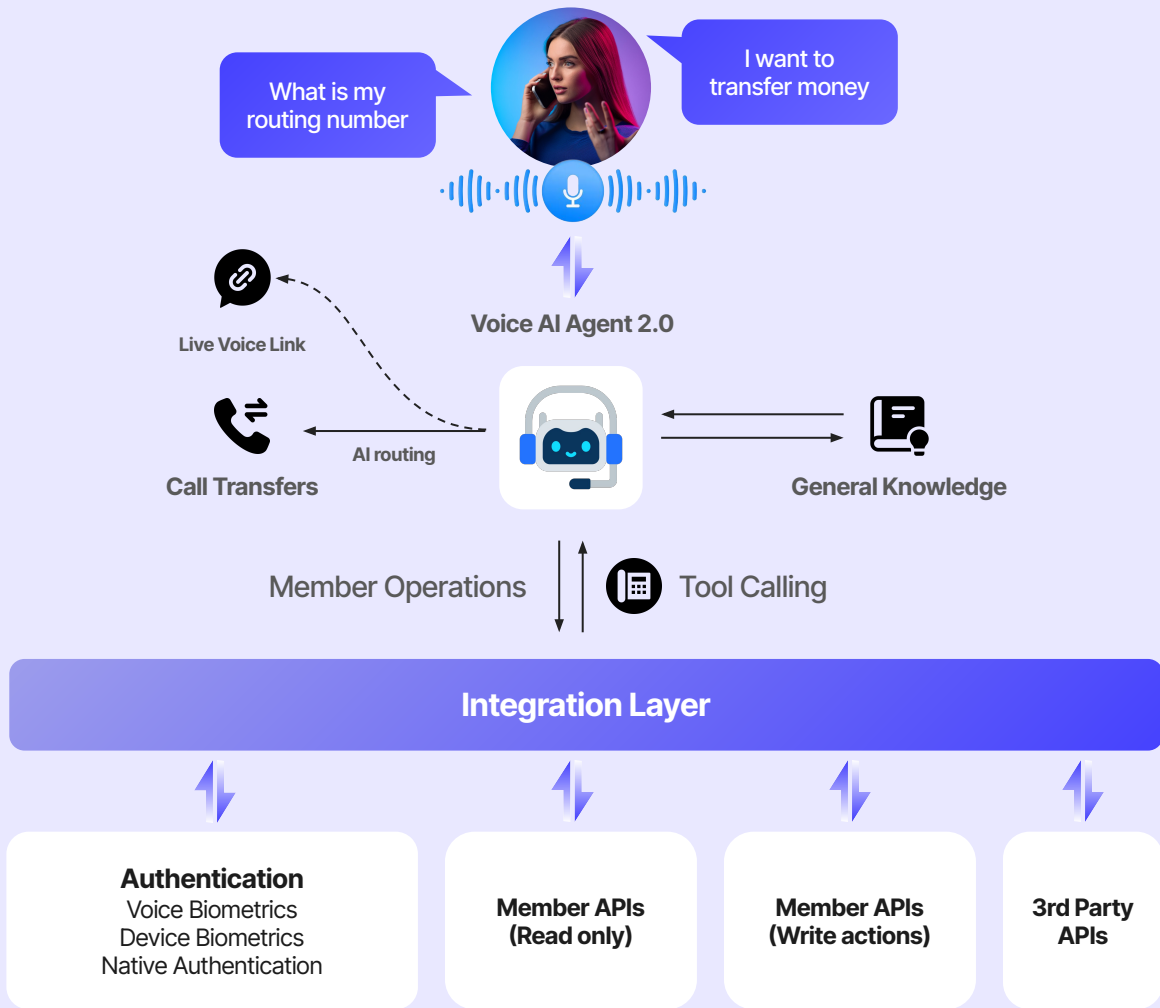
✓ **Humanized Voices**

✓ **Highly personalised**

✓ **Multilingual** (upto 10 languages)

✓ **Self-service (10x faster)**

# High Level Workflow



# AI Voice 2.0 Releases

Phase	Objective	Characteristics	Timeline
Alpha (Early Access)	Testing the product internally and initial shaping & Demos.	Limited to internal testers or selected strategic customers. Not feature-complete; ongoing development. Emphasis on core functionality, AI validation, and concept verification. Higher tolerance for bugs and issues.	Feb - Mar 2025
Beta	Expanding testing to external users (BETA Customers) for real-world validation.	Available to a broader audience on a unified platform. Focus on early adoption, authenticating, user feedback, and scale testing. Some features may still be in development or limited.	Apr - Jul 2025 (Emerge BETA Release)
General Availability	Releasing the final, fully developed version to the public.	All key features are complete and tested. Stable and ready for widespread use. Supported by comprehensive marketing and sales efforts. Documentation and support are available.	August 2025 Release

**FREE**

# ***Upgrade to AI-Voice 2.0***

Starting August 2025

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# Thank you: **AI-Voice**

# 53

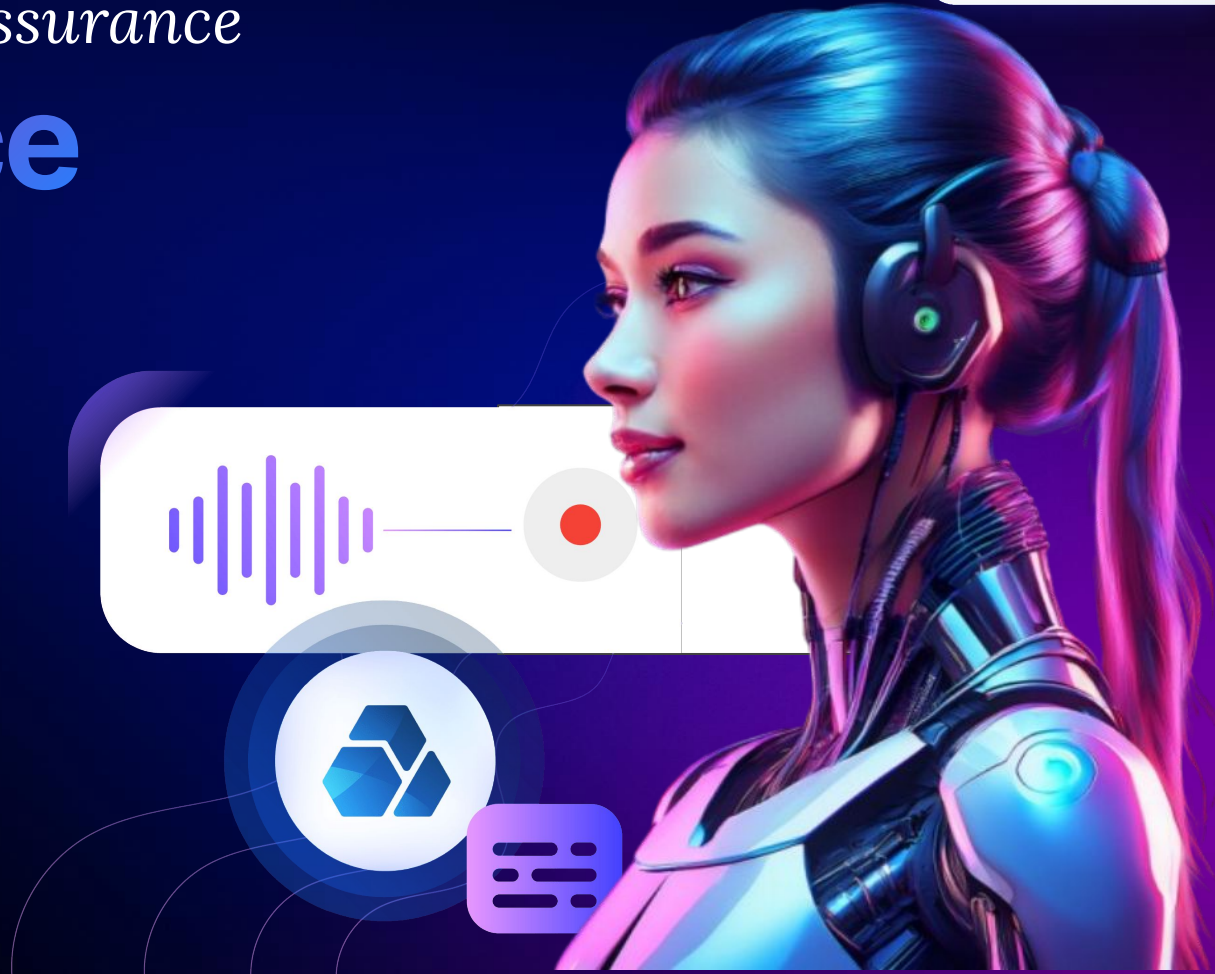
## Signed



## Live

AI powered Quality Assurance

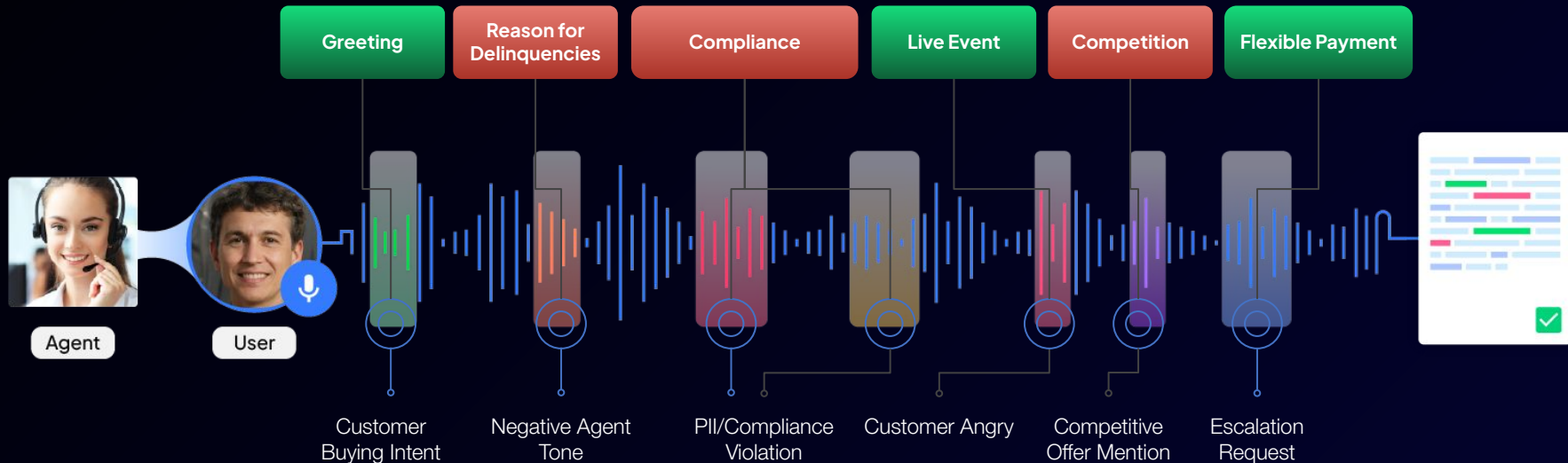
# Intelligence





# Goldmine of data in the Conversations

Discover service improvement opportunities, compliance risk, performance improvements, and collection opportunities



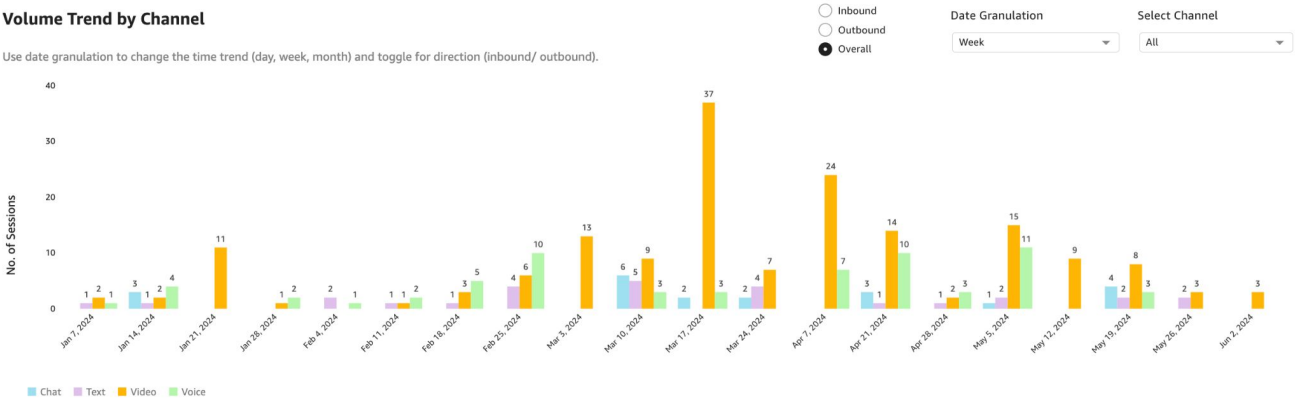
# Demo:

# AI Quality Assurance

# Unified Analytics

## Volume Trend by Channel

Use date granulation to change the time trend (day, week, month) and toggle for direction (inbound/ outbound).



Historical Key Metrics

Trends and Hourly Analysis

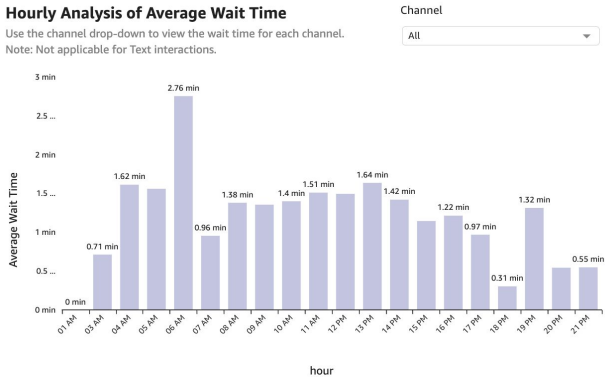
Queue Metrics

Agent Leaderboard

Export to CSV and PDF

## Hourly Analysis of Average Wait Time

Use the channel drop-down to view the wait time for each channel.  
Note: Not applicable for Text Interactions.

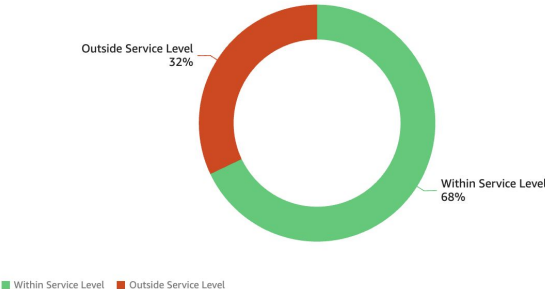


## Service Level

Service level measures the % of requests that had waiting time below the threshold specified.  
Please enter the required SLA in seconds.

SL (In seconds)

45



# The AI Impact



**89%**

Of Questions contained by AI  
Voice



**91 %**

Accuracy on members  
requests



**3 of 4**

Chat Interaction handled by AI



**70%**

Improvement in chat  
conversations efficiency with AI  
compared to human agents



**2300x**

Faster Audit Process



**84.5%**

Response Coverage for  
Front-line staff requests  
using AI Assistants

# Conclusion

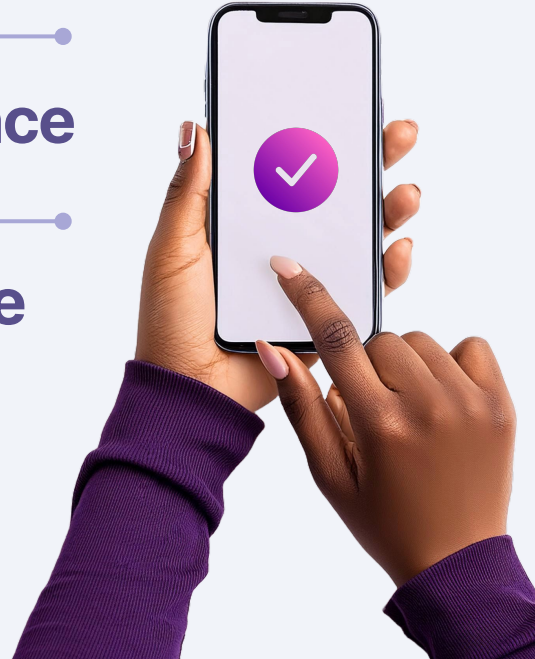
**Evolving expectations warrant Modern Solutions**

---

**Empower with “True Omnichannel” Experience**

---

**Let's partner to provide the BEST\* experience**



# Q&A

