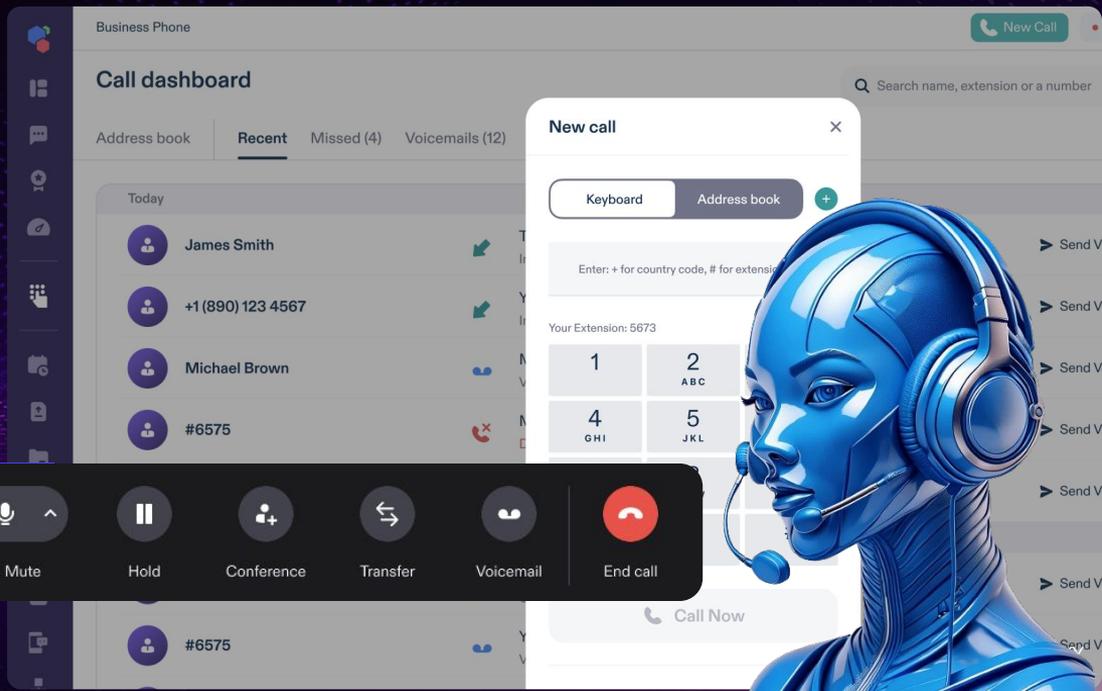


# Telephony in the Era of AI



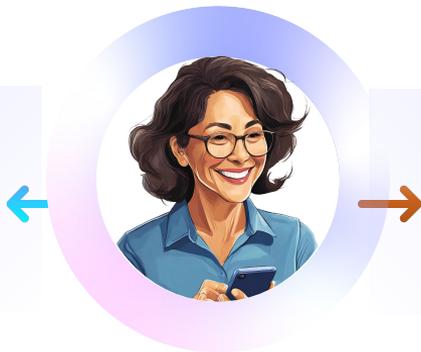
The background of the entire image is a grid of 48 small video frames. Each frame shows a different person of various ages and ethnicities using a smartphone. The settings are diverse, ranging from modern living rooms and offices to outdoor urban environments and cafes. The overall theme is digital communication and connectivity.

**It's all about conversations**

# Conversations CFIs have with their consumers

## Simple

Higher Volume  
Lower Value



Consumer

## Complex

Lower Volume  
High Value



# Conversations in the era of AI

Simple

**Automate &  
Self Serve**



Consumer

Complex

Lower Volume

**Human Touch  
w/ Empathy**

Account Issues      Wires      C  
Deposits      Payments      New Account  
Web Issues      Fund Accounts

# 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



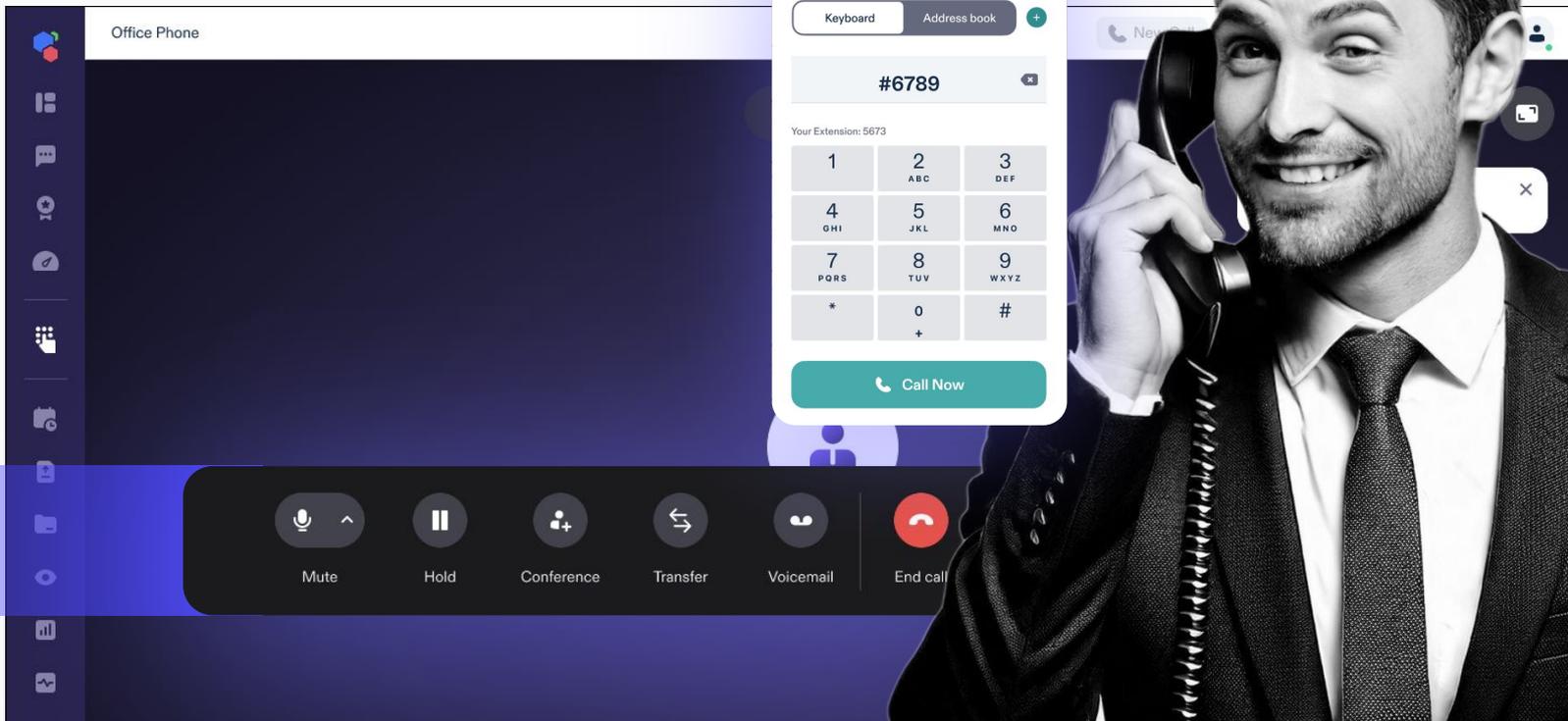
**UCaaS**  
Office Phones



**CCaaS**  
Contact Center

UCaaS

# Office Phones



# As Contact Centers Modernize, Office Phones Evolve

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

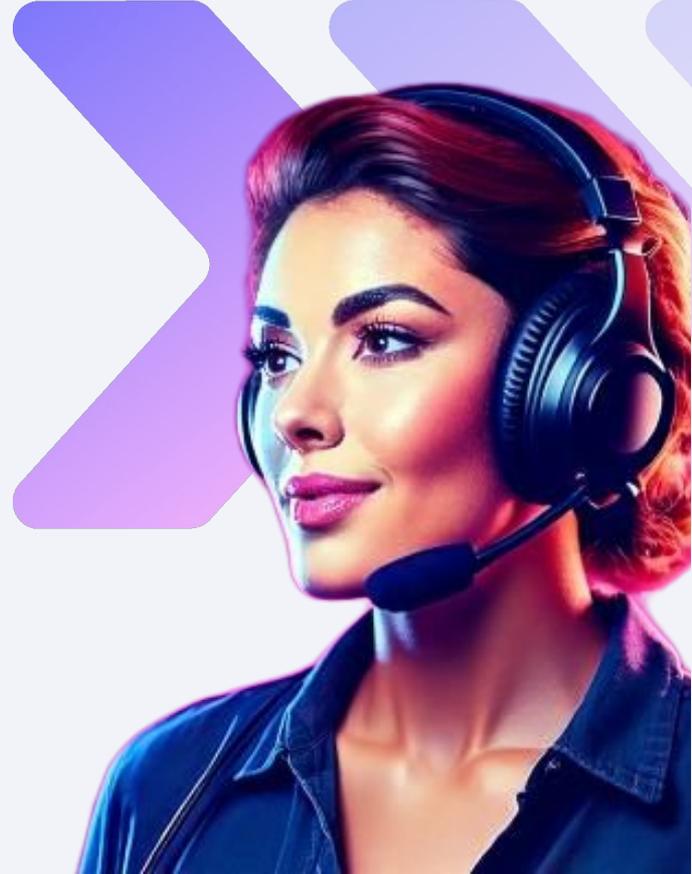
Modernizing one, forces the other to follow.

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

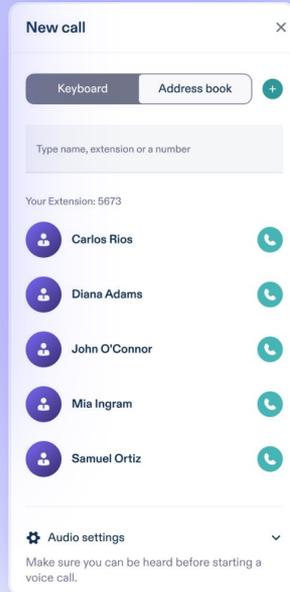
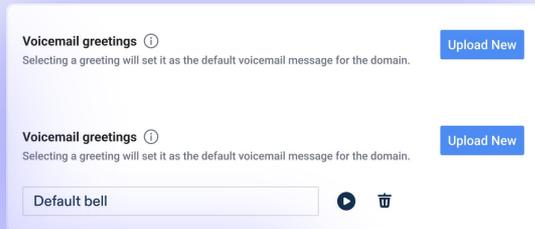
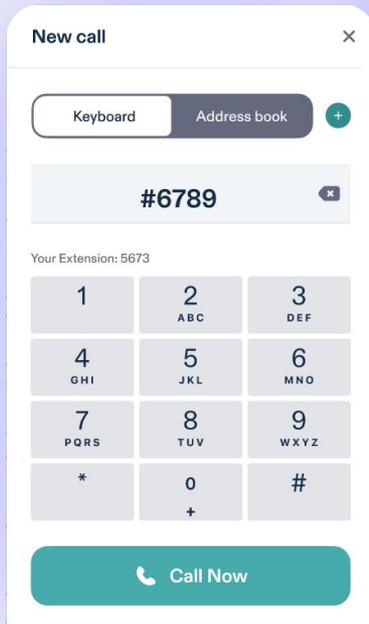
On-prem PBX lacks flexibility and integration.

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

Separate vendors create inefficiencies and increase costs.



# Eltropy Office Phone: Key Features



# Hardware Phone Support

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



Yealink

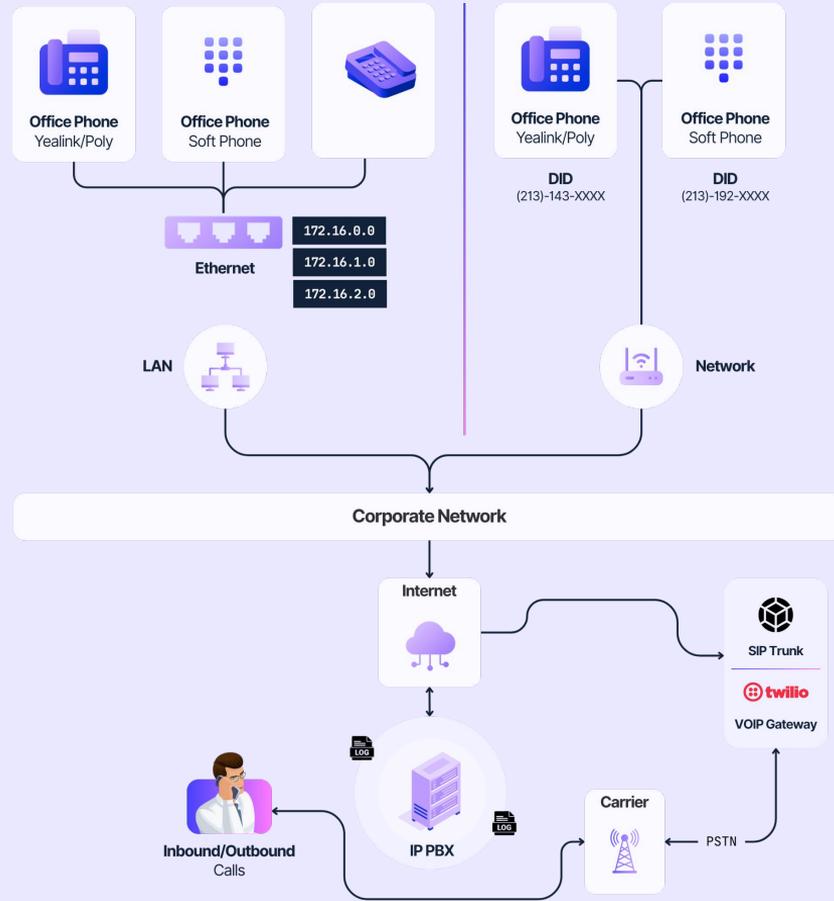


poly

*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:

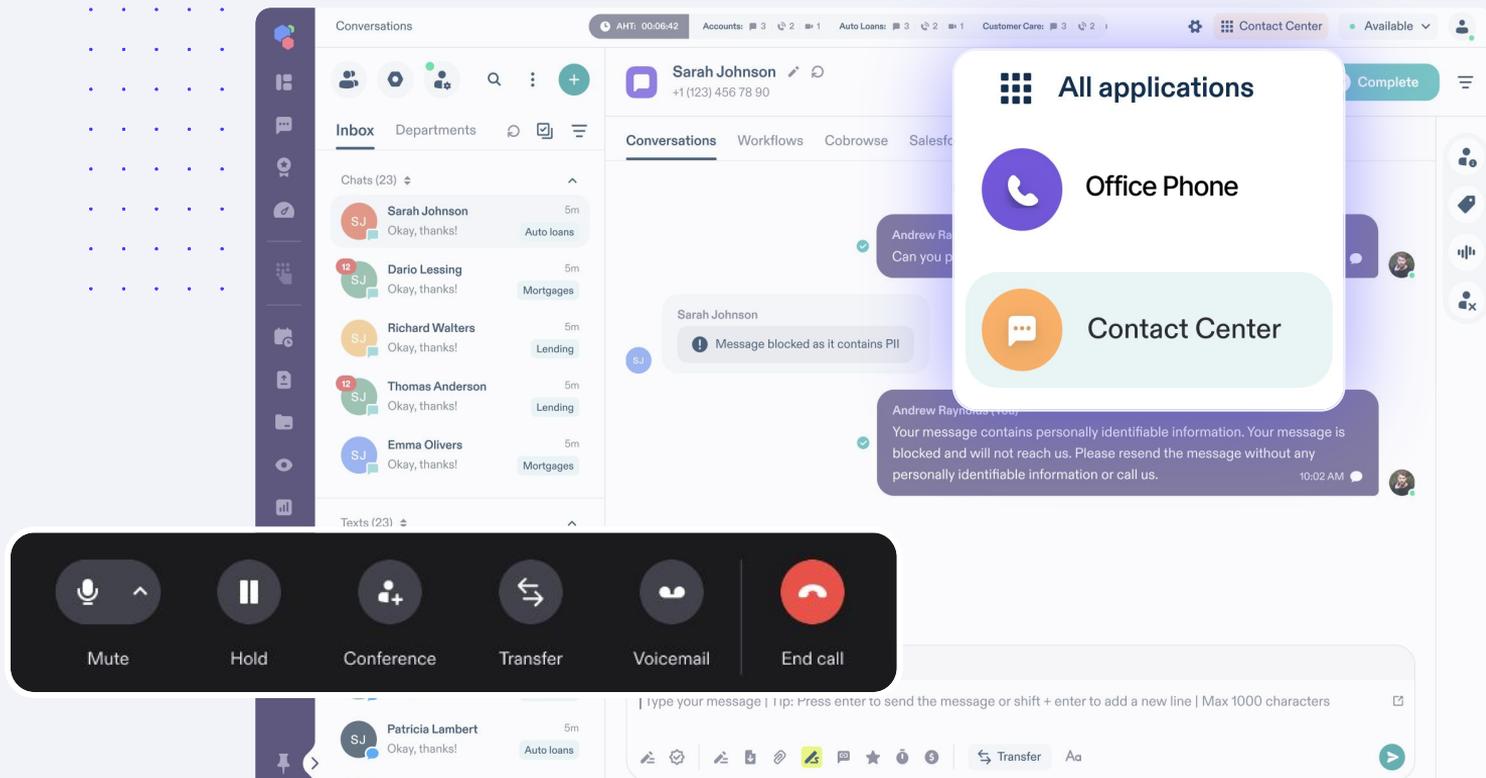
# Partner with us on Office Phone

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.



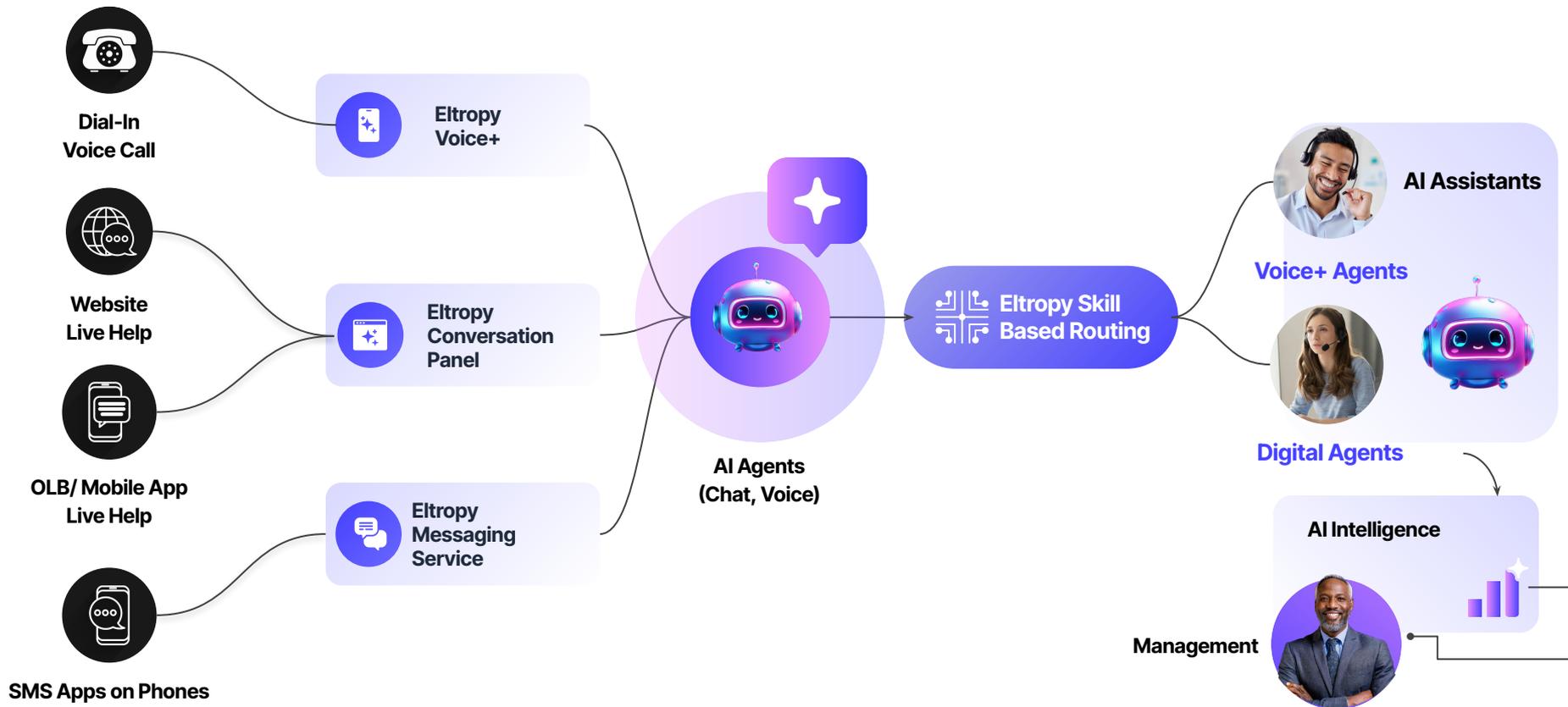
Take the Call with

# Eltropy Voice+

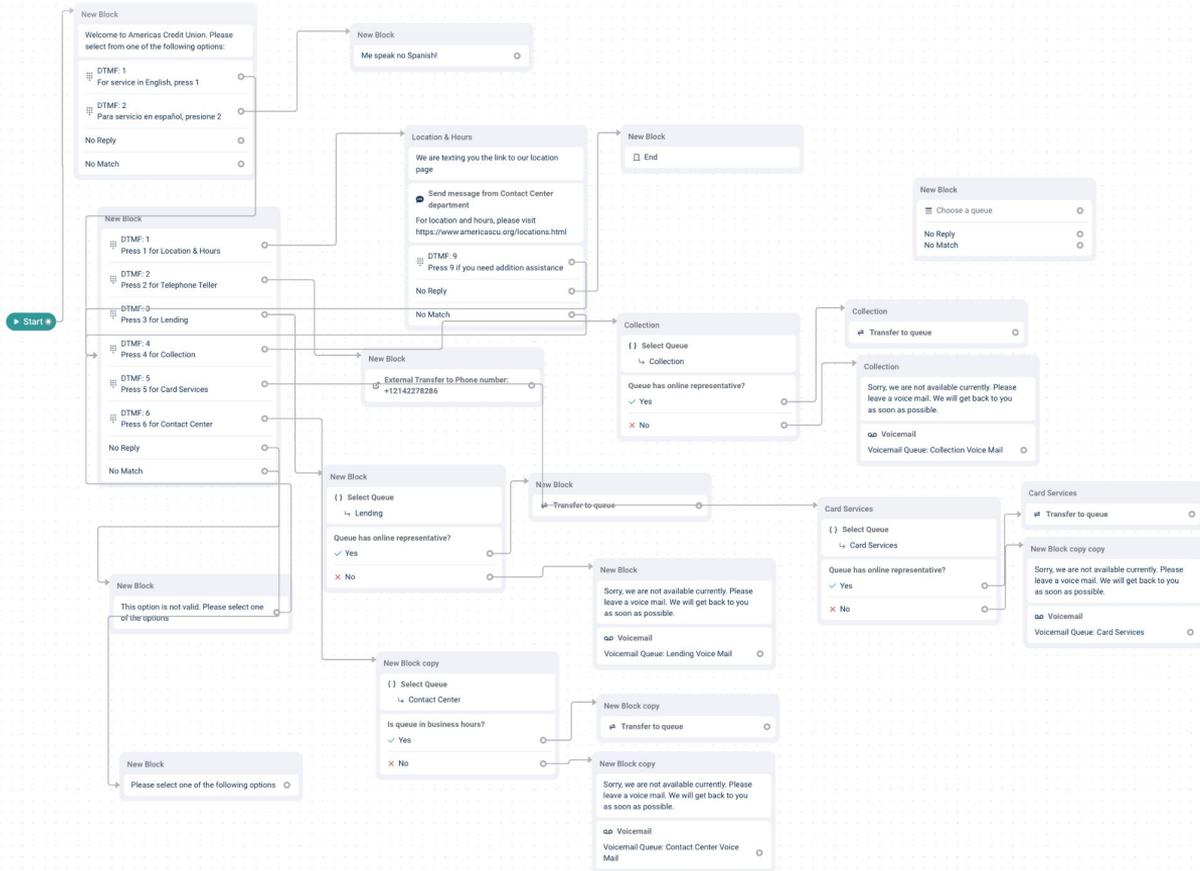
*CCaaS with Built-in AI*



# The Modern Contact Center Stack (CCaaS)



# Enterprise-Class Call Flows with Skill Based Routing



Neural Voices TTS

SIP/PSTN Transfer

Transfer to AI Voice

Call Back

Media

Send SMS

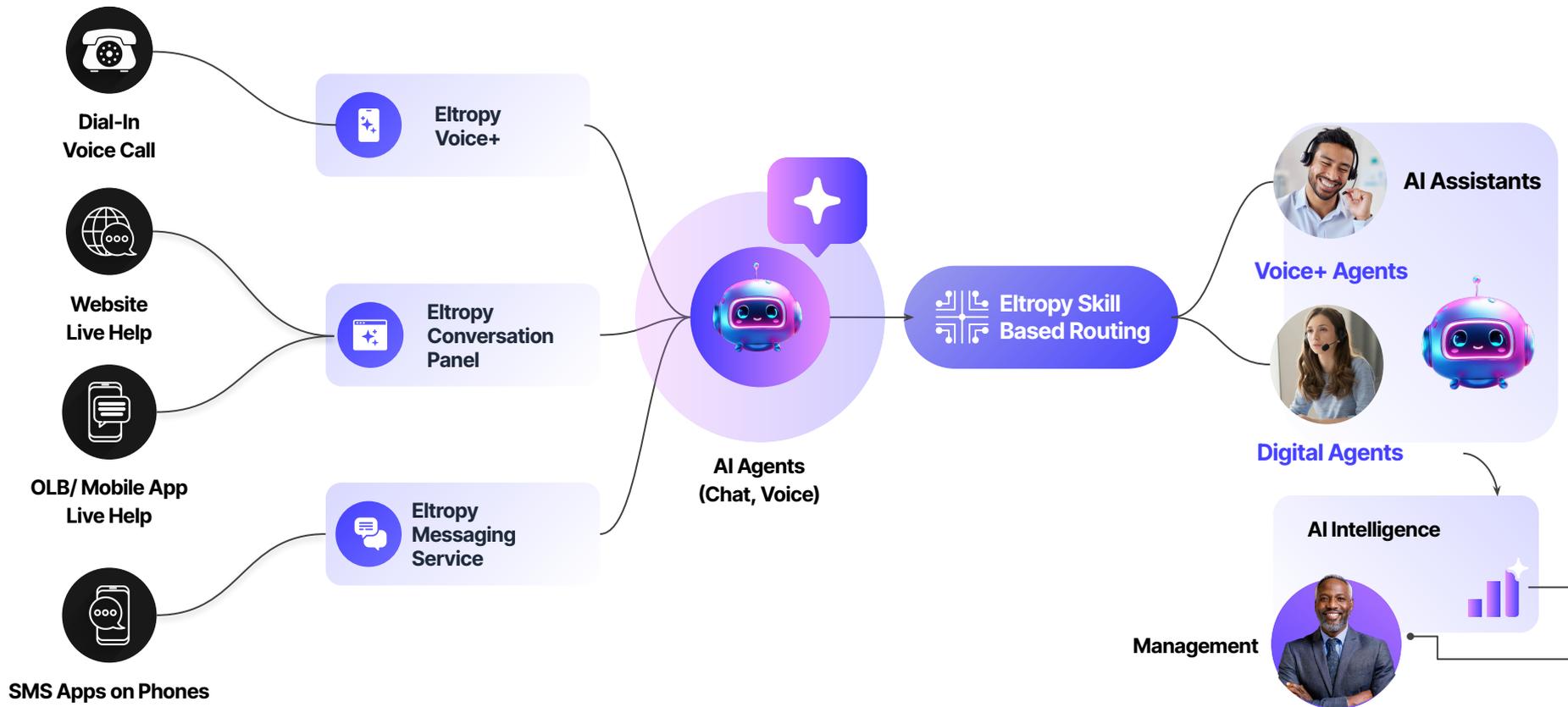
API & Custom Code

Priority & Proficiency

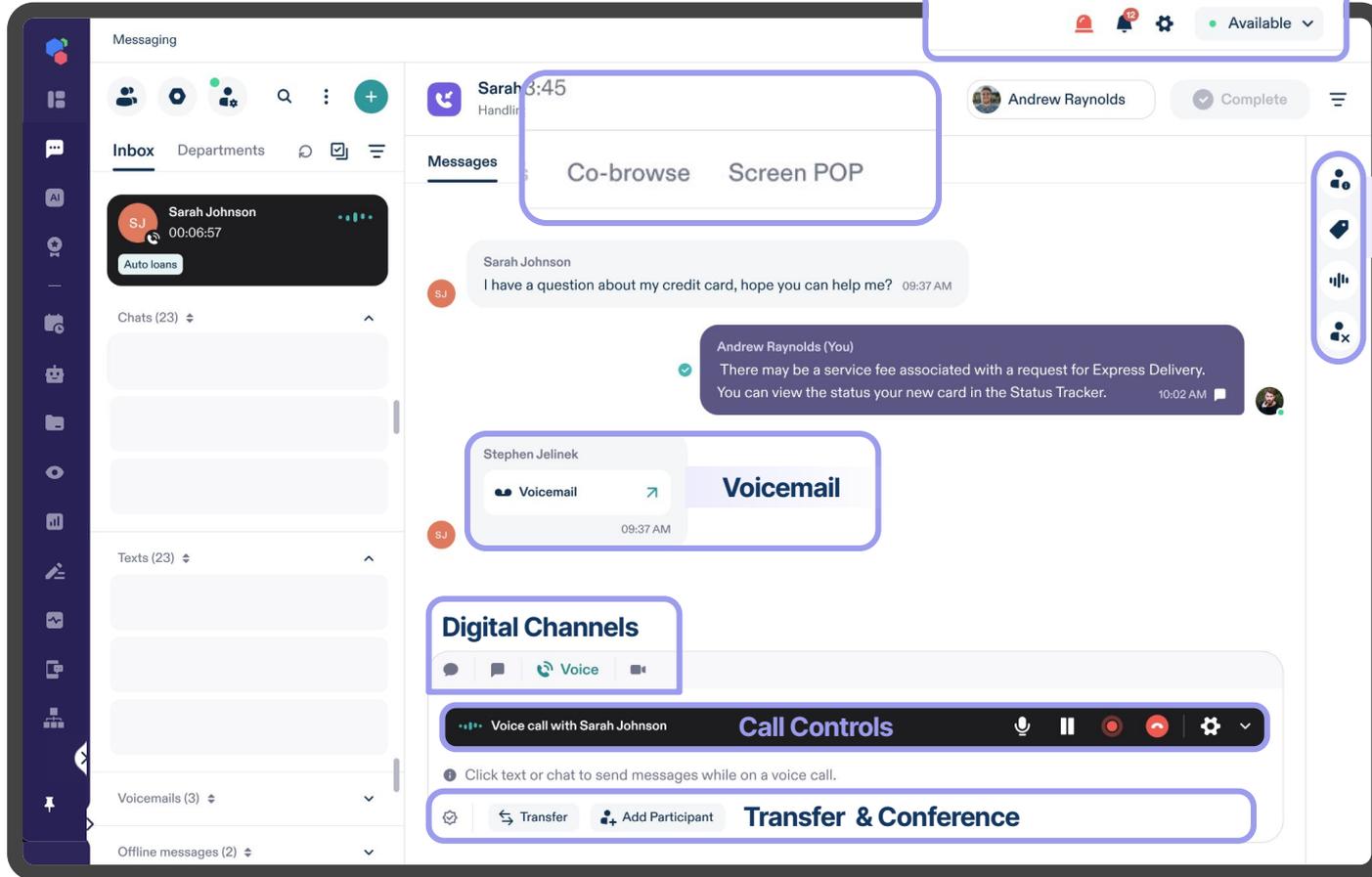
# Demo:

# 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

**100**

Training: 24 Busy: 8 Available: 32 ACW: 28

**Idle users** ⓘ  
Last updated: 02:30:00 PM

**25**

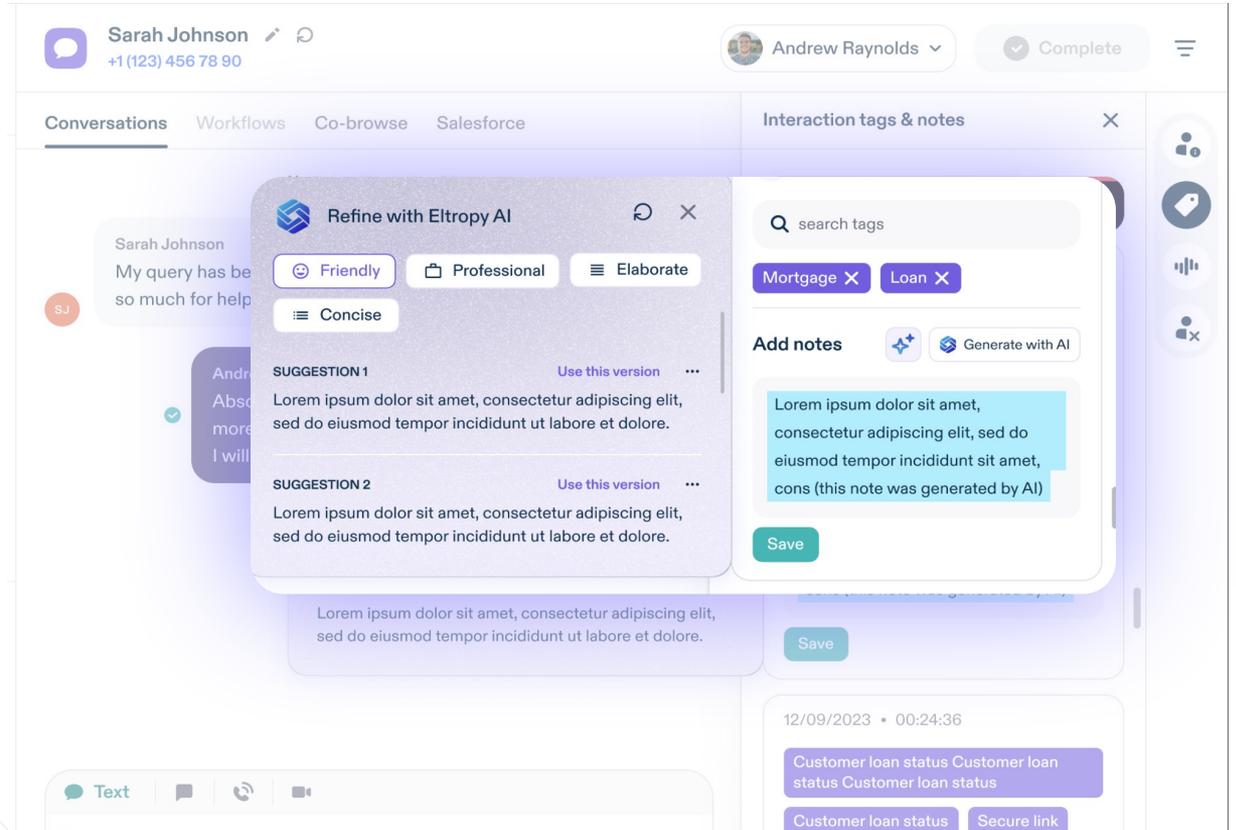


- Real Time Key Metrics
- Agents List & Status
- Monitor Interactions
- Digital Whisper
- Barge In



# AI Intelligence and Summaries

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



The screenshot displays a chat window with a customer, Sarah Johnson, and a representative, Andrew Reynolds. The chat history shows a message from Sarah: "My query has been so much for help".

An AI overlay titled "Refine with Eltropy AI" is active, offering options to refine the text: "Friendly", "Professional", "Elaborate", and "Concise". Below these are two suggestions:

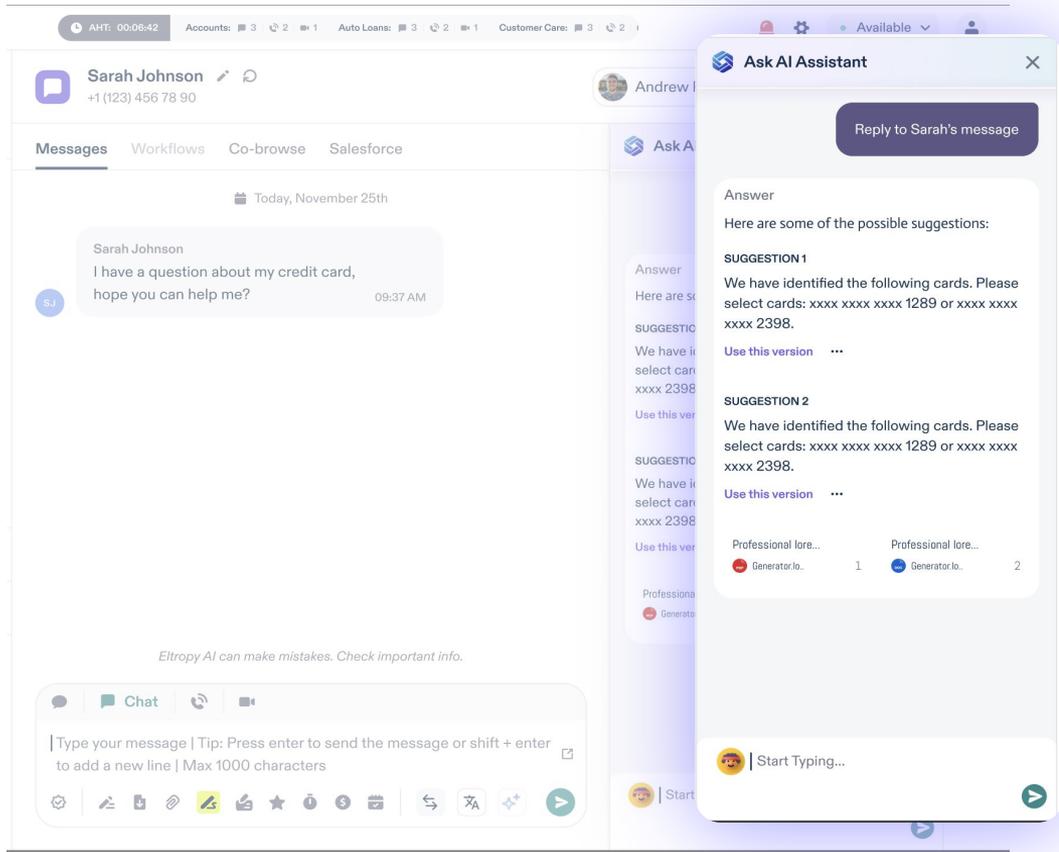
- SUGGESTION 1** (Use this version): Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore.
- SUGGESTION 2** (Use this version): Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore.

To the right, an "Interaction tags & notes" panel is open. It features a search bar for tags, with "Mortgage" and "Loan" selected. There is a "Generate with AI" button and a note area containing the text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt sit amet, cons (this note was generated by AI)". A "Save" button is visible at the bottom of the notes panel.

At the bottom of the chat, there is a "Text" input field and a "Save" button. A timestamp "12/09/2023 • 00:24:36" is shown above a message that reads: "Customer loan status Customer loan status Customer loan status".

# AI Knowledge Assistants

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



The screenshot displays a chat window for Sarah Johnson (+1 (123) 456 78 90) on November 25th. The customer asks: "I have a question about my credit card, hope you can help me?". The AI assistant, "Ask AI Assistant", provides the following response:

Answer

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

Generator.io... 1    Generator.io... 2

Below the suggestions, a disclaimer reads: "Eltropy AI can make mistakes. Check important info." The chat input field contains the text: "Type your message | Tip: Press enter to send the message or shift + enter to add a new line | Max 1000 characters".

# 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

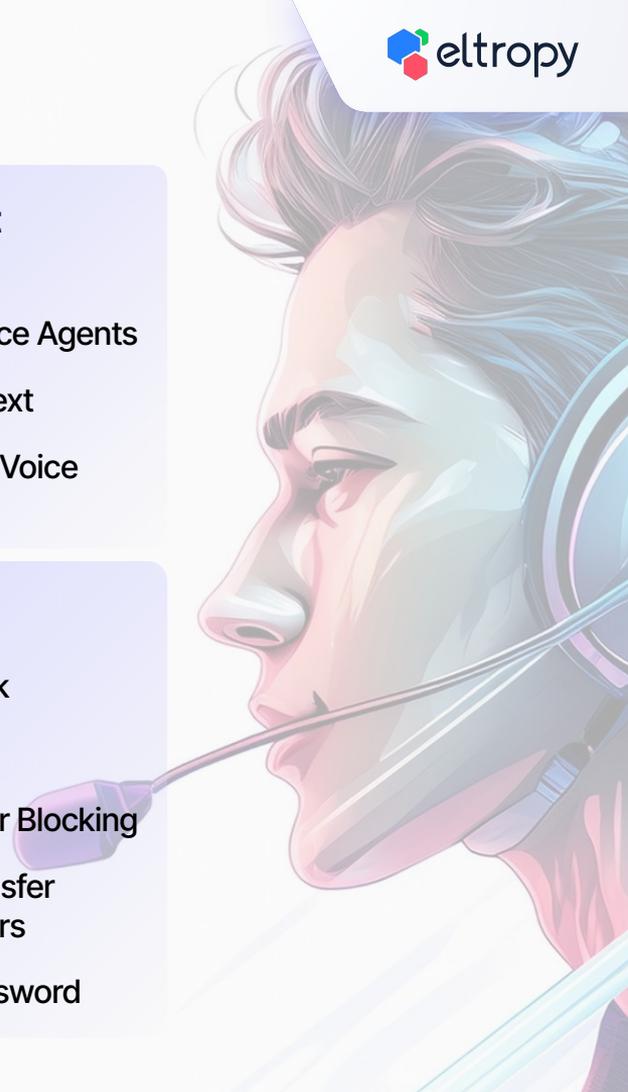
- ✓ Multiple AI Voice Agents
- ✓ Transfer Context
- ✓ Conditional AI Voice Agent Use

## Live Dashboard

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

## Miscellaneous

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



**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**

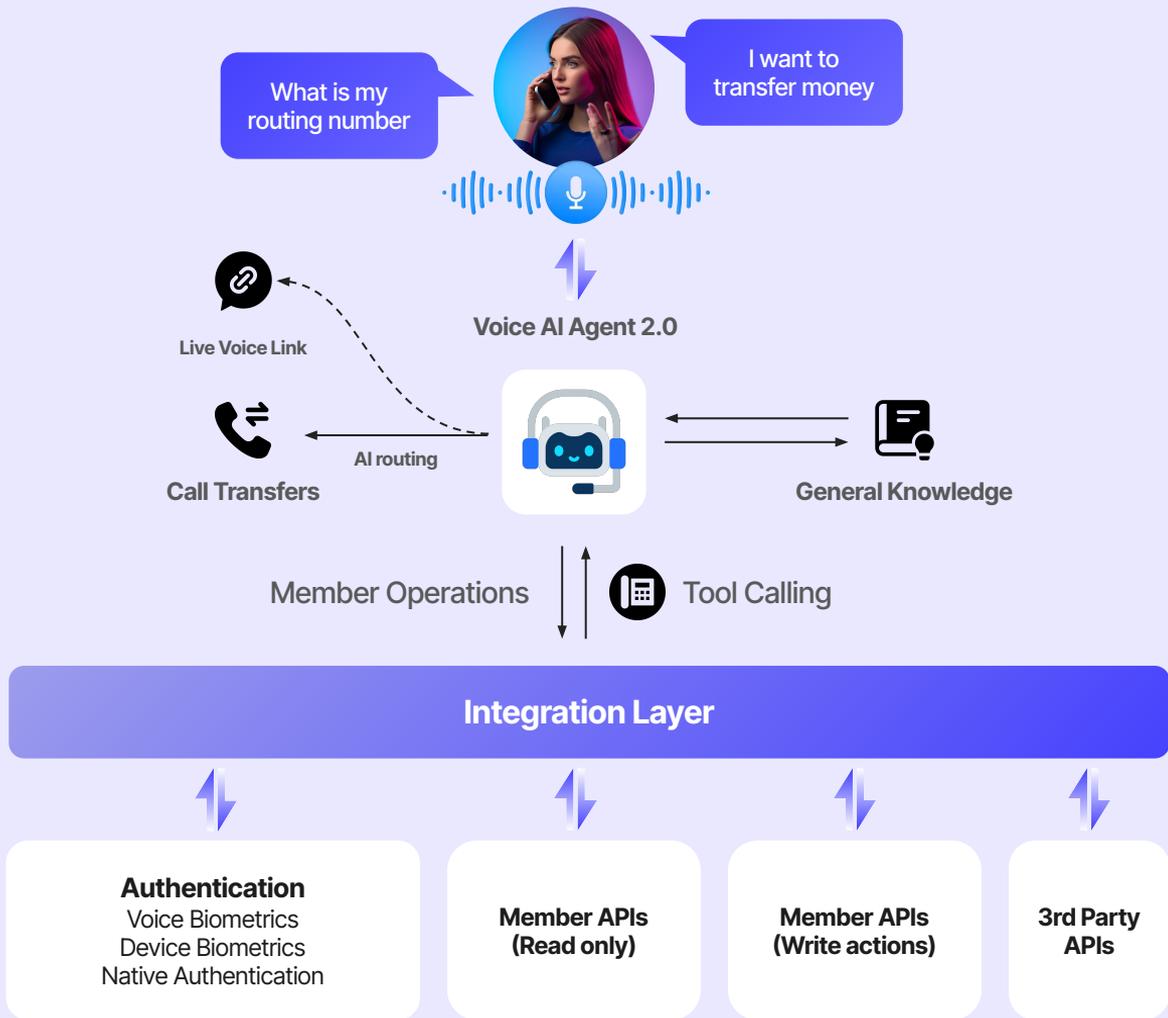
**Humanized Voices**

**Highly personalised**

**Multilingual** (upto 10 languages)

**Self-service (10x faster)**

# High Level Workflow



# AI Voice 2.0 Releases

Phase	Objective	Characteristics	Timeline
<b>Alpha (Early Access)</b>	<b>Testing the product internally and initial shaping &amp; Demos.</b>	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.	<b>Feb - Mar 2025</b>
<b>Beta</b>	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.	<b>Apr - Jul 2025</b> <b>(Emerge BETA Release)</b>
<b>General Availability</b>	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.	<b>August 2025</b> <b>Release</b>

**FREE**

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

Starting August 2025

---

# Thank you: **AI-Voice**

# 53

## Signed



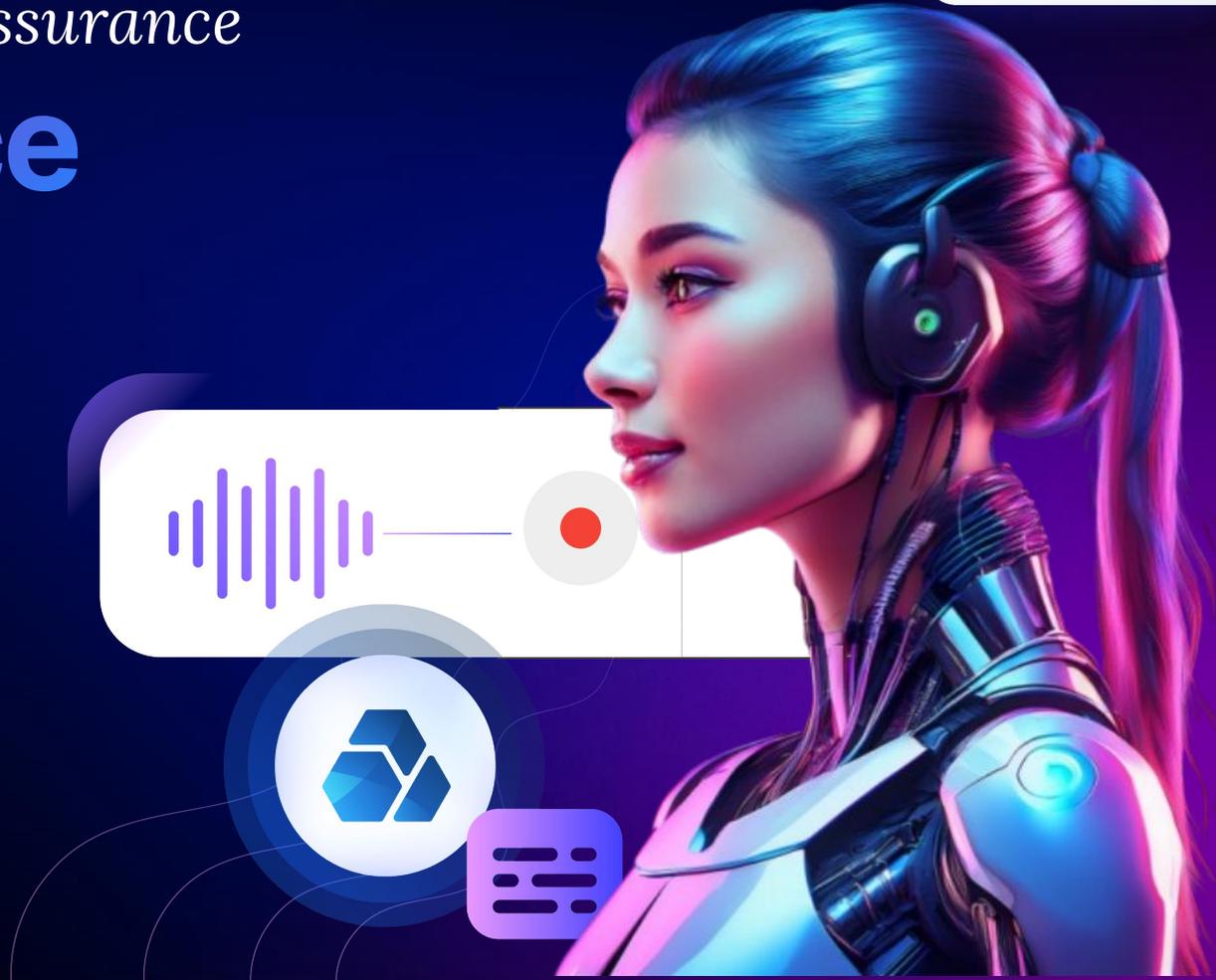
CAROLINA FoothILLS  
FEDERAL CREDIT UNION  
*We move you forward.*



## Live

*AI powered Quality Assurance*

# Intelligence



# Goldmine of data in the Conversations

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

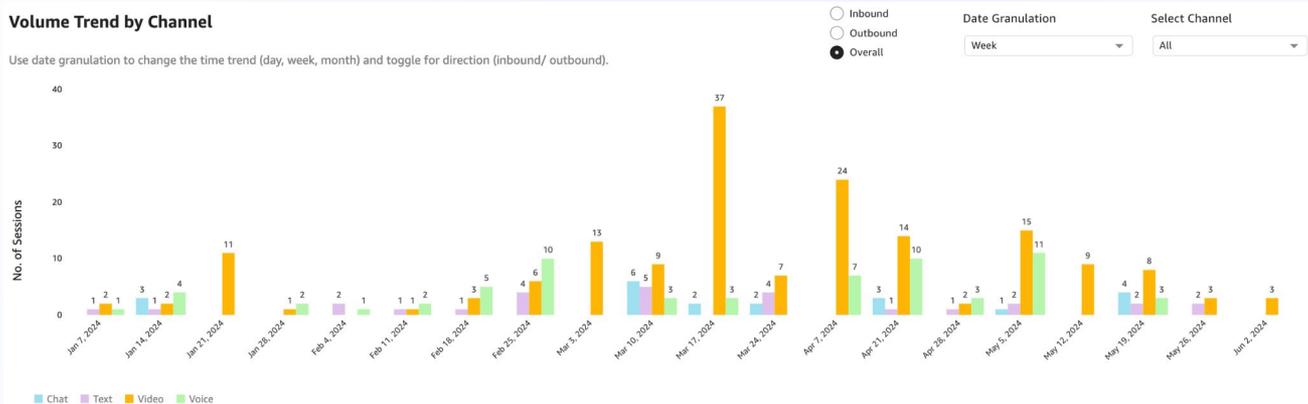


# Demo: AI Quality Assurance

# 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

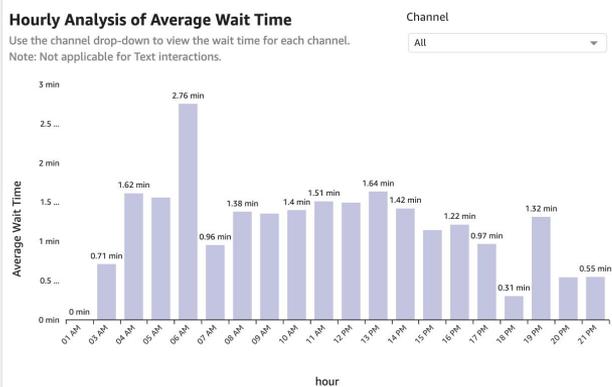
Queue Metrics

Agent Leaderboard

Export to CSV and PDF

## Hourly Analysis of Average Wait Time

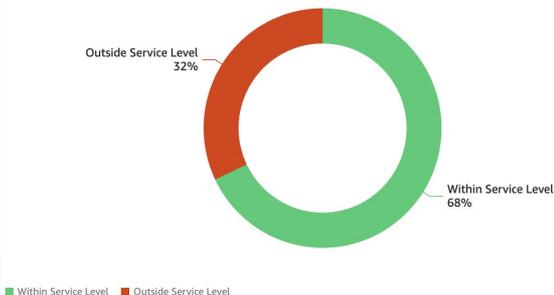
Use the channel drop-down to view the wait time for each channel.  
 Note: Not applicable for Text interactions.



## 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)



# 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

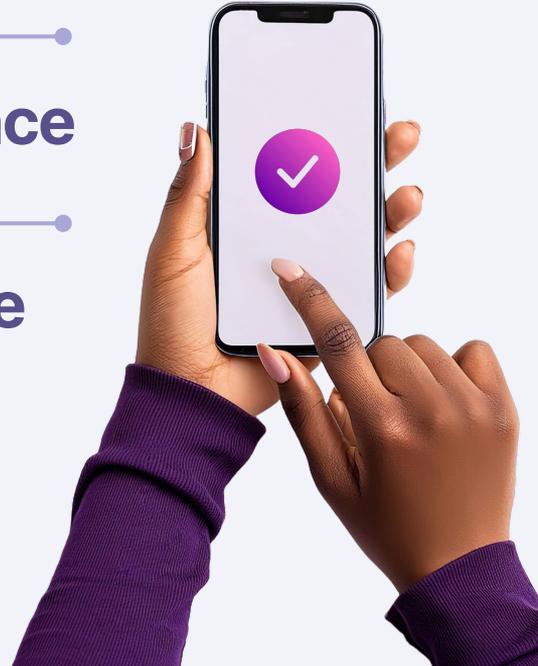
**Evolving expectations warrant Modern Solutions**

---

**Empower with “True Omnichannel” Experience**

---

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



# Q&A

