



DATASHEET - AI ASSISTANTS

Agentic AI For Workforce

Discover the transformative power of AI Assistants, more than just a search tool, they ignite curiosity and foster genuine knowledge. Empower your employees with immediate access to essential policies and procedures, ensuring they can effortlessly navigate any consumer interaction, whether simple or complex.

Our assistants cut through the noise of information overload, delivering accurate answers in seconds. Experience reduced onboarding times, heightened efficiency, and enhanced ROI, all leading to an exceptional experience for employees and customers alike.

Innovative Generative AI-Driven Solution

The AI Assistant revolutionizes community financial institutions by providing employees with easy access to vital data. Using advanced generative technology, it delivers accurate answers quickly, reducing onboarding time and enhancing efficiency. With a centralized knowledge management system, it organizes information securely and is mobile-responsive, keeping employees informed anywhere.

AI Impact

98% Response accuracy for front-line staff



20x Faster access to knowledge

25% Increase in First Call Resolution

30% Reduction in front-line escalation



Key Capabilities & Features

Intelligent Knowledge Retrieval with Citations

Provides instant, accurate answers supported by knowledge citations, ensuring reliability in every response.

AI Writing Assistance

Assists with drafting messages and documents.

AI Translation Assistance

Supports translation for both incoming and outgoing communications, aiding multilingual interactions.

Secure External Web Search (BETA)

Conducts AI-driven searches across external data sources, complete with in-line citations for transparency.

Document Drill Downs

Offers in-depth document analysis, making it easy to extract detailed information from complex files.

User-Based Knowledge Access Control

Enables role-specific access to information, ensuring employees see only the content relevant to their roles.

File and Site Sources Integration

Supports knowledge extraction from structured documents (PDFs, Docs) and web sources (sitemaps, URLs).

Customizable Responses and Intents

Tailor how your brand responds to common customer queries by setting up Intents, these help deliver consistent, personalized answers for similar types of questions, keeping your communication on-brand and relevant.

Customizable Response Styles

Adapt the Assistant's tone and communication style to align with your brand's voice.

Multiple Assistant Instances

Create up to five unique AI assistants to serve different functions (e.g., IT support, customer service, HR).

Built-In Safety and Compliance

Incorporates AI guardrails to ensure safe, accurate responses while managing sensitive conversations responsibly.

Seamless Data Integration

Supports SFTP connections for integrating with existing knowledge bases, ensuring uninterrupted data access.

Microsoft Teams Integration*

Directly integrates with Microsoft Teams, providing easy access to knowledge within a familiar collaborative environment.

AI Assistant Insights

Collects data on usage patterns and interactions, helping you optimize knowledge access and resource distribution.

Feedback Collection

Captures user feedback to continually refine and personalize the AI assistant's responses.

Multilingual Support

Native support for English and Spanish, with over 10 additional languages coming soon.

Deep Thinking Mode (Beta)

Unlock deeper insights with AI that thinks harder and smarter. In Deep Thinking Mode, the assistant takes extra time to reason through complex questions, analyze multiple sources, and deliver more accurate, well-rounded answers.

**Microsoft Teams integration is sold separately.*

Put a Digital AI Assistants to work for your financial institution.

<https://eltropy.com/ai/eltropy-ai-assistants/>

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