

Level up your Contact Center experience with Eltropy Voice+

Eltropy Voice+ is a future-ready AI-powered voice+digital conversation experience for Community Financial Institutions (CFIs) that integrates traditional voice with a powerful unified conversations platform.



Key Benefits

Lower Wait Time & Abandonment Rate

Off-load simple calls to AI Voice Agents and reduce the wait time without adding more consumer service representatives.

Increase First-Contact Resolution (FCR) Rate

Switch between channels while on call to allow for richer interactions and equip agents with the right information (AI Assistants, Knowledge) to resolve issues on first contact.

Optimize Contact Center Efficiency

Track key metrics in real-time and historically to identify and address bottlenecks proactively.

Reduce Call Volumes

Empower consumers with self-service AI Agents (Chat & Voice) that allows them to potentially resolve issues on their own.

Reduce Average Call Handle Time (AHT)

Use advanced features like co-browsing, smart routing, and AI-to-agent handoff with chat history to empower agents with faster problem-solving.

Improve Consumer & Agent Satisfaction

Monitor agent performance and customer satisfaction levels (CSAT) to identify areas for improvement.

Key Features

- ✓ **Soft Phone Controls**
- ✓ **Warm & Cold: Transfer and Conference**
- ✓ **Call Recording**
- ✓ **911/e911**
- ✓ **Call Back**
- ✓ **Drag & Drop Call Flow**
- ✓ **Priority Queues**
- ✓ **Screenpops**
- ✓ **Voicemail**
- ✓ **After Call Work**
- ✓ **Outbound Calling**
- ✓ **Interaction Insights Dashboard**
- ✓ **Agent Proficiency**
- ✓ **Live! Supervisor Dashboard**
- ✓ **Eltropy AI Voice Transfers with Context Caller ID**
- ✓ **Co-Browsing**
- ✓ **Visual Indicator for Authenticated Requests**
- ✓ **And more!**



Voice+ will dramatically improve the service we provide. By allowing our agents to combine voice with digital channels like text, video, co-browsing, and AI assistance, we can resolve issues faster and more effectively in a single unified experience.

Howard Meller

President & CEO

**People
First**

Take the call with Eltropy Voice+

Learn how at: www.eltropy.com/voice-plus



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