



DATASHEET - INTELLIGENCE SUITE

Agentic AI for Management

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 consumer 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 consumer satisfaction.

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 consumers, ensuring satisfaction at every touchpoint.

AI Impact

99% Conversation audits and visibility

Upwards of

90x Time reduction in Quality Assurance

33% Time saved in contact center operations



Key Capabilities & Features

Comprehensive Multi-Channel Conversation Analysis

Supports analysis across all digital and telephony channels, including Eltropy Secure Chat, Eltropy Texting, Voice Plus, and Video, for an all-encompassing view of consumer interactions.

AI Summary Configurable by Queue

Provides automated summaries of interactions with customizable settings for each queue, enabling quick overviews that retain essential context.

AI Scoring & Suggestions

Delivers automated interaction scoring with actionable suggestions, configured per queue to align with your specific performance metrics.

Configurable AI Alerts

Set alerts for critical issues, PII violations, and escalation events, ensuring timely attention to sensitive matters.

Follow-Up/Action Items Detection

Automatically identifies and flags follow-up actions, promoting consistent engagement and efficient issue resolution.

Detailed Drill-down Interaction View

Offers an AI-generated journey map of each conversation, allowing for in-depth analysis of specific parts of the interaction.

Agent Performance Dashboard

Provides detailed insights into agent performance, helping to identify strengths and areas for improvement across your team.

Unified Interaction Intelligence Dashboard

A centralized dashboard for all interaction data and analytics, allowing easy access to actionable insights in one place.

Real-time Transcription & Alerts

Offers real-time transcription for Voice Calls and detects alerts like Escalation events to keep supervisors informed

Advanced Topic Detection

Identifies and categorizes key topics within conversations to analyze emerging trends and common consumer concerns.

Email Notifications

Setup notifications for post call summaries, detected alert real-time notifications, and aggregated summaries (daily, weekly, monthly).

Recordings Integration with Existing Phone Recording Systems*

Supports dual-channel recording integrations for comprehensive analysis, compatible with most external recording systems.

** Sold separately*

Put Eltropy Intelligence Suite to work for your financial institution.

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

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