



Enterprise Texting

Industry's Most Compliant & Integrated Enterprise-wide Texting Solution



Engage your members and customers in the channel of their choice and close more loans faster, collect more, convert more, and onboard faster with industry's #1 rated Enterprise-wide Texting solution

The phone has only a 9% response rate and the email open rate is less than 20%.

Text Messages has an open rate of 98% and are opened in **less than 90 seconds!** If you want to engage your members & customers, you can't find a better channel than Text today.

With the most compliant and integrated Texting solution from Eltropy that is built on the most comprehensive AI-infused Digital Communication Platform, you can confidently leverage Text for Lending, Collection, Marketing, Contact Center, and other departments.

With Eltropy's Text solution, you can do 1:1 Texting, 1:Many Texting, and Automated Notifications & Alerts. SMS-Enable your member support phone number and **give your members an option to Text you** instead of calling you.

With full-featured Opt-In/Opt-Out Management built-in and with over **30+ out-of-the-box integrations** with Cores, LOS, MOS, AOS, CRMs, and Marketing Automation solutions, the decision to standardize on Eltropy Texting solution is an obvious one.

Stay compliant with industry regulation with built-in **Opt-In/Opt-Out Management** and support for **DNC registry**.

Initiate and manage **1:1 Texting conversations** in single tread with powerful but easy-to-use Eltropy Messenger and get 360 degree view of communication.

Take your marketing conversion rates to next level with **1:Many Texting** and handle replies using Skill Based Routing and automation.

Handle in-bound Texts for 1 or 100s of SMS-enabled phone numbers with ease using **Skill Based Routing**, Sticky Routing, and Utilization Based Allocation.

With **Core integrations** like Symitar, Corelation, Fiserv, Prodigy, and Sharetech, do 2FA authentication, send automated alerts, sync opt-in status and more.

With **LOS integrations** like MeridianLink, Encompass and Sync1, collect and sync documents, implement a 'pizza tracker' like alerts, and more.

With **Collection integrations** like Temenos and Fintegrate, send automated Text Alerts based on dialer queues, and much more.

Additional integrations 
eltropy.com/integrations

Don't see an integration you want? Use our Integration Framework Package to integrate with any system.

Benefits

Close More Loans Faster

1-2 day reduction in loan close time & 2-5% increase in loan closes is what our customers are seeing by using Texting in Lending.

Collect More

Our customers are seeing 40x more responses to collection Texts than phone calls. Increase your collection rate by 12% and 30% in early and late delinquencies.

Get Deep Insights

With the optional Eltropy Conversation Intelligence solution integrated with Texting and other data types, get deep insights and drive better training by leveraging Agent Handling Score to measure the display of empathy, usage of profanity, ability to build rapport, and influence the customers' behavior that helps improve customer experience.

Convert More

Conversational Marketing is a simple concept but tough to execute at scale. With Texting, smart routing, and automation, start a marketing conversation with your members & customers and see a 5 to 10x lift in conversion rates.

Improve CSAT

69% of consumers want to engage with FIs via Texting for some issues. Give your members the choice to contact you via Text & improve CSAT score by 2-5%



We live in a Digital World

