

Empower Your Expertise

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 member interaction, whether simple or complex. Our AI 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.



98%

Response accuracy for front-line staff

20x

Faster access to knowledge

25%

Increase in First Call Resolution

30%

Reduction in front-line escalation

All Impact

Innovative Generative AI-Driven Solution

AI Assistants revolutionize 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.

Benefits

Safe and Secure

Trustworthy AI guardrails ensure that responses are accurate and sensitive conversations are handled with care, maintaining confidentiality and security.

Enhanced Accessibility

Employees have rapid access to crucial company knowledge and procedures, fostering a more informed workforce.

Streamlined Onboarding

New hires can quickly get up to speed with essential information, significantly reducing the onboarding process duration and improving the overall experience.

Superior Customer Experience

Employees equipped with instant access to accurate information can serve customers more effectively, leading to higher satisfaction rates.

Enhanced Collaboration

Access to the same tools and resources fosters better collaboration among teams, as everyone is on the same page with the information at hand.

Contextual Understanding

The GenAI Knowledge Response Engine provides context-aware answers and handles follow-up questions, ensuring employees receive comprehensive responses.

Improved Efficiency

By providing accurate answers in seconds, AI Assistants minimize the time spent searching for information, allowing employees to focus on their core responsibilities.

Increased Engagement

With personalized knowledge access, employees are more engaged and empowered to seek out and utilize information relevant to their roles.

Integrated Knowledge Management

The centralization of scattered data into a cohesive format makes knowledge management simpler and more efficient.

Mobile Responsiveness

Employees can access essential information from anywhere, enabling flexibility and productivity, whether in the office or on the move.

Key Features

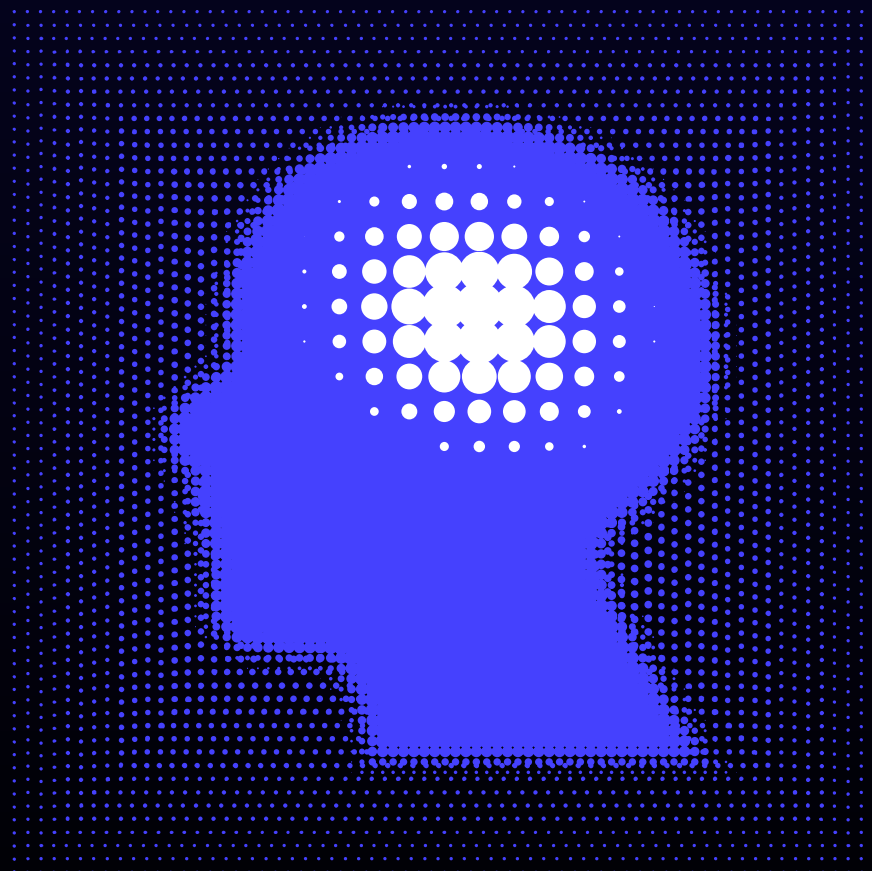
- ◆ The GenAI Knowledge Response Engine provides accurate and context-aware answers tailored to user inquiries.
- ◆ Follow-Up Questions Handling feature effectively manages and responds to follow-up questions, fostering deeper engagement and understanding with users.
- ◆ Seamless Integration allows the engine to connect with existing knowledge bases and supports various formats, including PDFs, documents, websites, and external sources. This capability provides users with in-depth insights and understanding. Employees can also save their favorite moments of curiosity to revisit later, ensuring continuous learning and engagement.

Together, these features contribute to a more effective, knowledgeable, and motivated workforce, ultimately enhancing the organization's overall success.

Enhanced Member Experience

Empower your employees with instant access to your policies and procedures, making them easily accessible for both simple and complex member interactions. This ensures that knowledge becomes an asset rather than a barrier.

Equip your teams with fast and effective access to information, cutting through the clutter to deliver precise answers within seconds. This approach reduces onboarding time, boosts efficiency, and improves ROI, ultimately enhancing employee effectiveness.



Product Capabilities

GenAI Knowledge Response Engine

Utilize advanced GenAI technology and hybrid proprietary Retrieval Augmented Generation to deliver accurate and context-aware responses, cutting through information overload and providing precise answers in seconds with minimal hallucinations.

User-Based Knowledge Access

Ensure that the right information is accessible to the right person at the right time.

Translate Language to Your Choice

Assist in answering complex questions in any language, ensuring clear and effective communication for all employees.

Take PDFs, Docs, Websites, and External Knowledge Base

Provide multi-language support to accommodate diverse member demographics, ensuring clear and effective communication in their preferred languages.

Follow-Up Questions

Address follow-up questions effectively, providing comprehensive and contextually relevant information for employees. This helps them understand the topic better. The AI Assistant is your policy "know-it-all" friend.

Document Drill Downs

Facilitate a deeper understanding by allowing employees to easily explore detailed information within documents, enabling a comprehensive examination of new policies.

Safe AI Guardrails for Accurate Responses and Sensitive Conversations

Implement safe AI guardrails to ensure accurate responses and manage sensitive discussions carefully. Avoid biases and inappropriate content while ensuring information is clear.

Customize Your Response

Tailor the information provided to suit your needs, offering timely insights or comprehensive research on various topics.

Seamless Integration with Existing Knowledge Base

Integrate effortlessly with your current knowledge bases and user group access, supporting formats such as PDFs, documents, and websites.

Star Your Favorite Curious Moments

Encourage employees to explore and revisit their favorite moments of curiosity, fostering continuous learning and engagement.

Multiple Assistants for Multiple Use Cases

Create tailored assistants for specific functions like branch operations, lending, contact centers, IT help desks, and more, ensuring dedicated support for each department.

Put Digital AI Assistants to work for your financial institution.

Our Digital AI Assistants, equipped with Safe AI guardrails, enables employees of community financial institutions to transform their operations by providing timely, accurate, and helpful support around the clock. By empowering employees to efficiently find solutions on their own, Digital AI Assistants enhance their overall digital experience and ensure superior support for agents while improving operational efficiency in the digital age.

Learn more at: <https://eltropy.com/ai/eltropy-ai-assistants/>



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