

Eltropy Brings Auto-Authenticated Support Into Tyfone Digital Banking

Auto-authenticated Text, Chat, Co-browse, and Video support now live inside the Tyfone digital banking experience

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EINPresswire.com/ -- Eltropy, the leading agentic AI platform for credit unions and community banks, today announced a new integration with Tyfone, a digital banking provider for community banks and credit unions. The integration embeds Eltropy's Text, Chat, Co-browse, and Video capabilities directly inside the Tyfone digital banking platform, so accountholders can move from banking to live support without leaving the app.



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The integration is built around auto-authentication. When a consumer starts a chat or video session from their logged-in Tyfone account, Eltropy recognizes their identity instantly -- no repeat security questions, no separate login -- so agents can focus on the member's need right away. Consumers can also reach Eltropy's conversational AI first, for common banking inquiries, before a session ever reaches a live agent. If an issue needs a human touch, agents can co-browse the consumer's screen in real time, on desktop or mobile, without asking them to leave the platform, and with identity already confirmed, inquiries can be routed to the right team faster. Every session is logged for compliance.

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*Mitch Rosenbaum, SVP of
Innovation, Tyfone*

“A member shouldn't have to prove who they are twice in

the same conversation,” said Abhishek Tiwari, Chief Product Officer, Eltropy. “They're already logged in. Our job is to carry that trust straight into the chat or the video session, so the agent is solving a problem instead of verifying an identity.”

"The future of digital banking is more personal and more personalized. Account holders want to self-serve whenever they can, but they also want real people there the moment it matters most." said Mitch Rosenbaum, SVP of Innovation at Tyfone. "Our partnership with Eltropy doubles down on that commitment, giving our credit union clients another way to meet members exactly where they are."

The Tyfone integration is part of Eltropy's growing ecosystem of more than 50 banking system integrations, giving credit unions and community banks flexibility to connect the tools they already use.

Credit unions and community banks interested in the Tyfone integration can contact their Eltropy Sales Executive at sales@eltropy.com or reach out through their Customer Success Manager.

About Eltropy

Eltropy is the leading [agentic AI platform for credit unions and community banks](#). One platform that understands every conversation, completes the work, and helps you drive outcomes for the people they serve. That's how more than 750 institutions deliver better service, do more with the teams they have, and grow with their communities. Conversations start on Eltropy, across text, chat, voice, video, and in-branch. From there, specialized AI agents turn them into tasks and carry them through 50+ integrations into back-office core systems, with their people involved at every step they choose. The result: teams get time back for the work only people can do. To learn more, visit www.eltropy.com.

About Tyfone

Based in Portland, Ore., Tyfone is a leading provider of consumer and commercial digital banking services for community financial institutions throughout the U.S. We understand that an elegant, engaging, intuitive user experience is the minimum requirement for any digital banking provider. What differentiates Tyfone is our unwavering commitment to continuous innovation, exceptional collaboration, and superior execution. We consider each customer a true partner and place the highest value on every relationship. To learn more about Tyfone, visit Tyfone.com and connect on [LinkedIn](#).

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