

The AI Contact Center for **Credit Unions**

Deliver personalized member experiences in every interaction.

Custom solutions to fit your needs

Data for what matters most

- Capitalize on data analytics & business intelligence to optimize member experience.
- Leverage data and insights to proactively solve customer pain points.

Support the modern workforce

- Work seamlessly in onsite, remote, or hybrid environments with a nimble, intuitive platform.
- Foster agent engagement and agent development with timely, data-driven self-coaching.

Digitize the credit union personal touch

- Build personalized member care strategies at scale with little to no code necessary.
- Enable routing strategies to get members to the right agent at the right time.

Meet your members where they are

- Enable your members to easily reach you on any channel - webchat, social, phone, & more.
- Measure and record service interactions the same way on every channel.

Own your business outcomes

Our built-in analytics provide clear insight into agent productivity, call time, and member interactions, which leads to higher member satisfaction, agent retention, and revenue growth for your business.

Let's talk

“Transitioning our workforce to work-at-home was no big deal. That was one of the reasons we chose Sharpen in the first place.

– **Matthew Benidt,**
Chief Experience Officer,
Sandia Area Credit Union



As your partner in performance, productivity, and empowerment, Sharpen delivers better outcomes: better outcomes for customers, agents, and your business. Our contact center platform is intentionally designed and masterfully engineered for a seamless, intuitive experience across the board for a CX difference you can see—and feel.



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