

MyPoint Credit Union Increased Efficiency with Talla

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Why They Needed Talla

"We had recognized quite some time ago we had a problem with procedures, we had them everywhere. We had a local drive, and everyone had them on their own computers. We really realized that we needed one truth, one source, and a place where our front-line staff could get an answer to a question or a procedure quickly and efficiently which is how we came to implement Talla."

Results They've Seen

"It has definitely helped improve our consistency in training. We're hearing from our frontline team that they feel more empowered because they can get the answer with a member either on the phone or in front of them if they happen to come in quickly and they don't feel like they're waiting around for someone to get back to them or having to get back to the member. So we have seen a positive improvement within kind of our tone with our employees. Since we rolled out Talla, the ease of doing business for them is a whole lot easier and somewhat improved the communication between training and I think sometimes they were afraid to ask a question because they didn't want it to come across as maybe they should have paid attention to something that they didn't, so they can ask the chatbot and feel a little protected in whatever their question might be. So we have definitely seen a positive increase from that."



Debbie Clow
Director of Project Management

Overview

Company Size
150+ employees

Industry
Financial Services

Location
San Diego, California

Working with Talla

"We are using the chatbot for just our internal teams right now but we've really been able to identify and with confidence say now we have one truth and one location for procedures it has definitely streamlined the ability also to put some dates and names to who's going to review the procedures and with what regularity were going to have that done. We were a little bit of a wing and a prayer before as to whether or not that was happening so our audit department is definitely impressed with the structure that we have set up on it now but AI has really taken what used to be quite a challenge to find an answer especially for new employees and made it a very simple process. The Talla team has been so helpful during our implementation and ongoing support. Talla has allowed us to have one centralized location for procedures and that is something that we struggled with in the past."