

Plum DEV

VXML Developer Platform

Build an IVR System with Your own Code

Plum DEV is a VoiceXML (VXML) platform that enables developers to build interactive voice response systems (IVR), intelligent virtual agents (IVAs) and conversational AI solutions by generating their own code. DEV also supports dynamic multi-channel messaging applications that utilize voice, SMS and other channels.

Code with Any Language and Extend with Any Library

Plum Voice's best-in-class voice technologies are based on VXML and related APIs. This combination enables developers to script their own code for voice applications using the coding language - plain text, PHP, Python, C#, Node, etc. - that they're most comfortable with to generate the files.

Since developers can leverage any of these languages, they can also use any libraries or frameworks to build and extend their applications. For example, they might use a payment processing API or customer relationship management tool.

Capabilities

- Use APIs to easily integrate with existing communications and business database infrastructure
- Utilize a wide range of communications features, including automatic speech recognition (ASR), artificial intelligence (AI)/ natural language processing (NLP) and text-to-speech (TTS) engines, call recording, transcription and voicemail detection.
- Generate proactive messaging using both outbound voice calling and SMS
- Easily and quickly integrate and connect with any database, CRM, customer support software, payment processor, patient and healthcare solution, messaging service or call center suite using APIs.

Features

- Complete control via VoiceXML, JavaScript and APIs
- Proven for Multi-tenant commercial applications
- Utilize both inbound and outbound SMS messaging to engage with customers in a fast, effective way.
- Build speech apps in multiple languages and dialects
- Manipulate and carry variables through an entire phone call to complete more, complex processes
- Host your own application, allowing integration with in-house systems that may not have an API.



DEV has been used by thousands of developers to create mission-critical communication applications and virtual agents.

Expanded Capabilities

Connect DEV to other Plum applications to enhance your IVR:



Plum Fuse is a low-code programmable GUI environment with pre-built templates that allows developers and non-technical users to create and manage voice applications.



VoiceTrends is an analytics toolkit designed to measure the performance of voice applications built with Plum Voice's [DEV](#), [Fuse](#) and [Insight](#) tools on the Plum platform.



Plum Insight is an omni-channel survey platform that can extend Voice of the Customer (VoC) programs into the contact center and beyond.



Delivery

Plum Voice's platform is built on a fault-tolerant and scalable cloud architecture which eliminates on-site hardware and support. It is delivered over a Tier 1 telecom infrastructure with built-in redundancy and designed for 99.9% uptime of voice applications.



Support

Expert Technical Support is included with your Plum Voice subscription. We offer 24/7 technical support for troubleshooting broken production-level applications.



Professional Services

Our in-house Professional Services team works together with you to create a strategic plan - design, implementation, QA, deployment and support - to enable a smoother transition, faster ROI and impactful results.

Security & Compliance



HIPAA
COMPLIANT



Contact us today to start a free trial!



Voice Automation Solutions

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