Plum Fuse
Interactive Voice Response Tool

Build in a Low-Code Programmable GUI Environment for Team Collaboration

Plum Fuse (Fuse) is an intuitive drag and drop, Graphical User Interface (GUI) tool that allows developers and non-technical users to create and manage interactive voice response systems (IVR), intelligent virtual agents (IVAs) and conversational AI solutions.

Speed Up the Development Process

Fuse features a visual call-flow editor that allows developers, as well as non-technical employees, to collaborate on building IVR applications. With a GUI interface, you can drag and drop the IVR modules - call flow, input and data - into place. Then, customize the "sound and feel" of your applications and IVRs with audio file management. Before you know it, you'll have an IVR system that connects customers to applicable databases to get the answers they need.

When you need something more complex to complete your IVR build, Fuse gives you access to the Plum DEV tool where you can build more complex scripts with backend data. There are no limitations with Fuse because you have the best of both coding environments.

Pre-Built Templates

Fuse includes production-ready application templates that are optimized for best practices to accelerate voice application deployments. Deploy your IVR in days, not weeks or months, by using the pre-built templates:

- Account Inquiry
- Appointment Scheduling
- Card Activation
- Mobile Workforce
- Outbound Appointment Reminder
- Payment Reminder
- Payment Processing
- Prescription Management

Plum Fuse saves your business time and money by better utilizing your employee resources.

Features

- Intuitive drag and drop interface for quick and easy development
- One-click cloning, sharing, and revision control capabilities
- Simple and consolidated audio management interface that dynamically generates audio prompt lists and facilitates uploads
- Unlimited user accounts with optional multi-admin access
- Permission structures that facilitates cross team collaboration between technical and non-technical staff
- Self service provisioning and deprovisioning of phone numbers
- Built-in communication features include automatic speech recognition (ASR), text-to-speech (TTS) engines, call recording, SMS, transcription, voice biometrics and voicemail detection
- Integrated third party modules include Google Dialogflow, Amazon DynamoDB, and AWS S3 storage service
- Extensible callflows that can be connected to external web services and your own custom JavaScript libraries
- Production-ready application templates

Capabilities

- Fuse apps have the ability to manipulate and carry variables through an entire phone call

- Proactively reach your customers with outbound voice and SMS solutions

- Easily integrate and connect with any API from CRMs, customer support software, or patient and healthcare solutions, to messaging services and payment processors
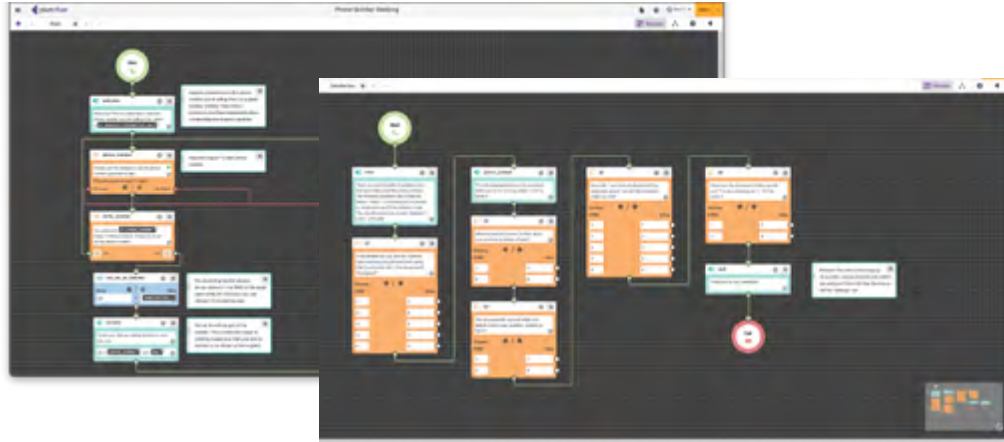
Delivery

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

Contact us today to start a free trial!

Voice Automation Solutions

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