

Plum Voice Overview

What do you want to automate?

Plum Voice powers voice automation solutions to simplify your most frequent customer interactions. With our products, your business can balance giving customers self-service options while providing an excellent customer experience. Ultimately, you save time and money by automating repetitive tasks.

Plum Voice offers innovative solutions, including interactive voice response systems (IVR), intelligent virtual agents (IVAs), conversational AI, secure payments, surveys, etc. with low-code tools and an analytics toolkit that measures the performance of voice applications.

Benefits of Voice Automation Solutions

- Enhance the speed of customer interactions
- Raise customer satisfaction scores (CSAT & NPS)
- Meet security and compliance requirements
- Record and log dialogs for review, fine-tuning and compliance
- Improve operational efficiency and reduce costs by using virtual agents
- Free up live agents to complete more complex tasks

Results*

over **80%**

of customers achieve first call resolution when using IVAs

2B+

phone calls have been fully automated with the Plum Voice platform

75 to 90%

cost reduction when using IVAs vs live agents

74%

of surveyed customers realized ROI from Plum Voice within 3-6 months

*TechValidate Survey Results, September 2019



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.



Security & Compliance





Plum Voice Products

 **Plum DEV** is a VoiceXML (VXML) platform that enables developers to build IVR, 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.

 **Plum Fuse** is a low-code programmable GUI environment that allows developers and non-technical users to create and manage IVR, IVAs and conversational AI solutions through an intuitive drag and drop tool.

 **Insight** lets you collect customer feedback and link it to specific interactions between agents and customers.

 **VoiceTrends** is an analytics toolkit designed to measure the performance of voice applications built with Plum Voice's DEV, Fuse and Insight tools.

 **SecureAssistant** is a PCI-compliant virtual agent that allows a live agent to collect sensitive and confidential customer information without actually hearing it. This prevents data from being captured and used inappropriately.

 **Conversational AI** is used to “humanize” IVR systems and create IVAs that recognize a caller’s intent and respond with an appropriate answer. It can sense elevated emotions that require the call to be transferred to a live agent.

 **Professional Services** 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.

 **AI Fusion** is a standalone voice processing environment that can access each of the major AI engines — Nuance, Google, Amazon, IBM, etc. — at each instance of a dialog to interpret a single utterance

Self-Service Solutions

Here are just some of the tasks that you can automate with Plum Voice applications. What do you want to automate?

Intelligent Call Routing • Account Inquiries & FAQs • Notifications & Reminders • Password Resets • Check Order Status • Voice Surveys • Appointment Setting • Card Activations & Servicing • Payment Collection • Authentication & Verification • Mobile Workforce Reporting

To learn more about our products and services, visit plumvoice.com



Voice Automation Solutions

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