Conversational AI
Enhancing IVR and IVA Solutions

Communicate More Naturally with Customers

Now, there is a path to leverage artificial intelligence (AI) and natural language processing (NLP) in the automation of conversational dialogue. Modern technology and applications are constantly developing in how they hear a voice, decipher the intent of the caller's question and then quickly connect them to the right input for an answer.

Conversational AI is used to "humanize" interactive voice response (IVR) systems and create intelligent virtual agents (IVAs) that recognize a caller's intent and respond with an appropriate answer. They can even hear elevated emotions, such as frustration, and quickly route the caller to a live agent.

Capabilities

- Applications are trained to listen to a customer's words to discover their intent and then determine what action needs to be taken
- Applications route callers to the correct self-service solution or a live agent for more complicated issues
- Determine caller intent faster and decrease overall call handling time

Instead of forcing callers to navigate through phone menus and prompts, conversational AI applications can now ask, "How can I help you?" They bring a human-like touch to what was once an automated and emotionless menu system. Deliver better customer experiences, connect more quickly and curb customer frustration with NLP and the next generation of voice communications.

CALLER GOAL	CALLER SAYS	AI INTENT	ACTION
Get help from support	"I have a product issue"	#Support	Transfer call to support department

Competitive Advantage

By utilizing these modern technologies, your business can lessen the operational costs that come with maintaining a contact center consisting of only live agents. At the same time, you can encourage and enable a happier and more productive workforce by routing common questions to pre-recorded answers and automating repetitive tasks.

According to Gartner, conversational artificial intelligence (AI) deployments within contact centers will reduce agent labor costs by $80B by 2026. They also predict that one in 10 agent interactions will be automated, an increase from an estimated 1.6% of interactions today that are automated using AI.

Benefits

- Quickly answer FAQs
- Decrease a contact center's average handle time (AHT)
- Collect customer information before a live agent answers the call
- Lessen caller frustration with voice responses vs. prompts in phone tree menus
- Resolve customer inquiries more efficiently and effectively
- Allow live agents to focus on more complex customer issues and open up time for other tasks

Plum Voice Products

Plum DEV is a VoiceXML (VXML) platform that enables developers to build interactive voice response systems (IVR), 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.

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.

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

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.

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 | PCI DSS COMPLIANT | AICPA SOC 2 | CYBER ESSENTIALS | Verified by VISA | ISO 27001 CERTIFIED

Contact us today to learn how Conversational AI can enhance your IVR!

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