

Insight

Omni-Channel Automated Surveys

Gather Customer Feedback

Plum Insight is an innovative and intuitive survey creation tool that lets you collect customer feedback and link it to specific interactions between agents and customers. Surveys can be deployed to voice and web channels simultaneously so you can reach more people and increase take rates.

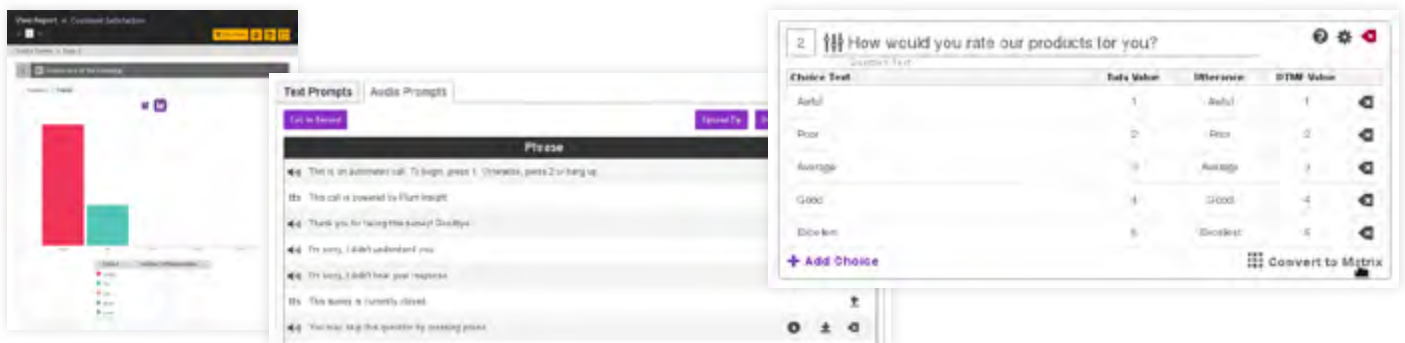
Plum Insight helps close the customer service feedback loop for the contact center. You will gain a more complete view of your customer's entire buying journey and user experience.

Connect Data with Contact Center Interactions

Voice of the Customer (VoC) programs rely on good data. Post-call surveys provide useful quantitative and qualitative data, but the complexity of telephony systems makes tying that data to specific interactions challenging. Plum Insight facilitates connecting data to interactions, generating relevant and actionable data about agent performance.

Capabilities

- Easily and quickly integrate Insight with any database, CRM or call center suite using APIs
- Deploy omni-channel surveys to increase survey reach and take rates
- Facilitate international survey development with support for multiple languages
- Six text-to-speech languages and multiple dialects available
- Robust analytics and reporting through VoiceTrends deliver granular data to give you a holistic view of your organization's entire customer service operation



By 2025, 60% of organizations with voice of the customer (VoC) programs will supplement traditional surveys by analyzing voice and text interactions with customers, according to Gartner, Inc.

Features

- Create and deploy voice surveys in minutes with an easy-to-use survey editor
- Choose from a wide range of fields, or question types, in gathering quantitative and qualitative data to best align with your customers' communication styles
- Deploy surveys to customers in a multi-channel environment via phone and web
- Collect data via customer's preference, then easily collate it into one location
- Customize surveys for different VoC programs with roles-based management

Expanded Capabilities



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 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.



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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