

Professional Services

Complete Development Support

Developer Collaboration

Plum Voice Professional Services team and developers work with you to modernize your existing interactive voice response (IVR) solution and take the steps to upgrade to intelligent voice agents (IVAs).

By engaging with you from the very beginning, we learn about your workflow and processes to understand what brings impactful results to your business. Then, we work together to create a strategic implementation and deployment plan to:

- Design and document voice application requirements
- Build voice automation applications
- Rigorously test any apps before production deployment
- Provide any follow-up support needed

Bring Your Vision to Life

Our experienced, in-house professionals work on every stage of voice application development so you are supported throughout the entire integration process. These stages include:

- **Design**
Solutions that work for you need to be rooted in your processes. The team will work with you to understand your specific use case and requirements to design an application that meets your needs.
- **Implementation**
Our team can build and host your solution or provide consultation on how to implement features on your own. Put our experience and wealth of knowledge to work for you.
- **Development of intelligent voice agents (IVAs)**
Effective voice agents aren't born, they're built. Through a collaborative and iterative approach, we develop the IVA and help train it to perform to your needs.

Capabilities

- Services include: training, development consulting, code review, professional voice talent and more
- Assist in every aspect of the process from the creation of call scripts to implementation and data integration
- Assist customers with identifying and making changes for continuous improvement to their apps
- Available for troubleshooting and consulting on growth opportunities
- Create comprehensive migration plans that mitigate risk and ensure a smooth transition from legacy systems to the cloud to eliminate downtime



By being a partner with your team, we can together solve problems, find solutions and deliver on and above expectations. We believe in the power of us!

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



Contact us today to build your Plum Voice automation solutions!



Voice Automation Solutions

131 Varick Street, 9th Floor | New York, NY 10013

1.800.995.7586 | sales@plumvoice.com | plumvoice.com

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