

# Plum Chat

## Conversational AI Chat Bots

### Engage with Customers in Their Preferred Dialog Method

Plum Chat offers customers the ability to communicate, self-service, self-heal and obtain support using chat! Without leaving their preferred communication channel of choice - WhatsApp Business, Facebook Messenger, Instagram DM and Twitter DM - customers will get the benefit of chat-based assistance and guidance through an intelligent virtual agent (IVA) or a live agent.

With Plum Chat, the business utilizes one single platform to set up, configure, integrate and manage a chat in all available channels. This supports live agents using one common interface to communicate with customers in their respective channels.

The business will also see cost savings as Plum Chat costs a fraction of what a customer conversation typically costs with a live agent.

### Plum Chat Services

#### Intelligent Virtual Agents

With Plum Voice IVAs and our cloud platform, you can customize enterprise chat based business communication and automation solutions by combining omni-channel IVAs with live chat and conversational AI solutions.

#### Social Media Messaging

A business in any industry is able to use chat messaging in-order to communicate with customers through numerous platforms such as WhatsApp, Facebook, Instagram, Twitter, Telegram, business websites and other native apps. Utilize all forms of media content inclusive of video/audio, and optimize the smart features of each channel.

### Features

#### IVA

- Omni-channel service
- The IVA can facilitate self-service, self-heal, digital fulfillment, conversational commerce and support
- Programmatic, natural language based or a hybrid of the two, engagement
- Fully customizable user intents and flows
- Easily integrates into any system with an API. Fully supports all types of media
- Fully supports all channel feature experiences
- Easily integrates into AI platforms for NLU and NLP
- Works elegantly with RPA technologies to augment the user experience

#### Chat Desk

- Enterprise grade chat-based contact center solution which scales functions and features to the client's specific size and requirements
- Comprehensive permission set to configure and manage different resources and feature accessibility within the Chat Desk
- Powerful chat interface with advanced time saving features such as speech-to-text, personalized canned messages, the ability to bring in colleagues, specialists and managers in side-bar conversations, group chats to facilitate collaborative conversations, transfer chats to any user or department and the ability to break-out to audio, video and telephony-based support
- Comprehensive reporting interface that includes general service metrics, surveys and results, categorization of chats and a fully searchable historic chat list



**On average, chatbots have a customer satisfaction rate of 87.5%.\***

\*<https://www.g2.com/articles/artificial-intelligence-statistics#chatbot-statistics>

## Chatbot with IVAs

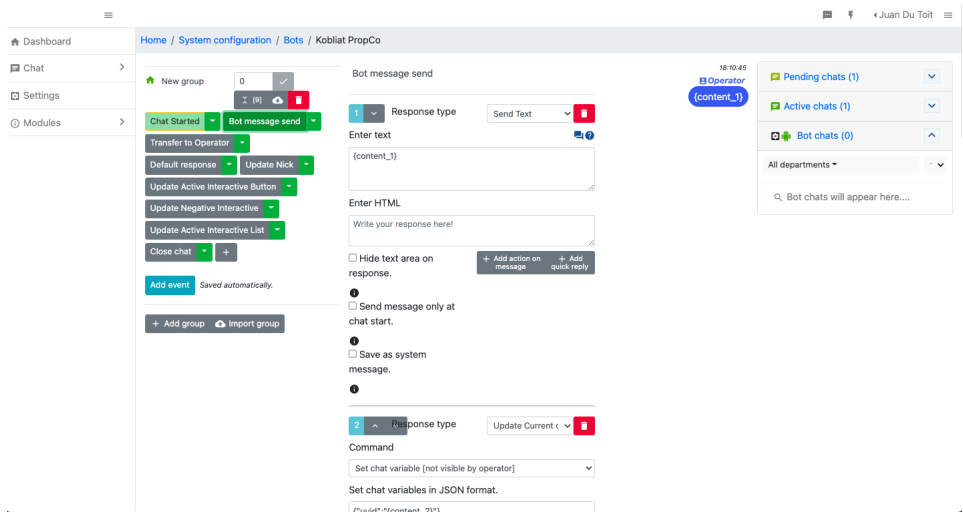
Manage incoming chats such as product questions, store hours and other frequently asked questions for your business with a programmatic API and IVR system.

## Manage Virtual Chats

Sometimes, a business has complex questions from customers that need to be answered by an actual person. Plum Voice also offers a solution for this with a live agent chat desk - along with live agent handover. A scalable chat desk solution can be customized with security and the ability to solve complex configurations.

## Chatbot Analytics and Data Collection

Using conversational AI bots and data collection software from Plum Voice a business can process chat data, and intelligently communicate back. Ultimately, optimizing future user experience, enhancing customer support and increasing revenue.



## Use Cases

- Answering Frequently Asked Questions
- Appointment Setting
- Making Reservations
- Resetting a Password
- Reviewing an Order
- Processing a payment
- Digital Fulfillment
- Conversational Commerce
- Deliver Rich Media
- Customer Self Healing
- Customer Self Service



## 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 demo!



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

1.800.995.7586 | [sales@plumvoice.com](mailto:sales@plumvoice.com) | [plumvoice.com](http://plumvoice.com)

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