Plum Voice
Automated Dialogs Made Simple and Secure

Plum Voice powers automated communications solutions - interactive voice response (IVR) systems, virtual agents, chatbots, messaging campaigns, etc. - to simplify the most frequent customer interactions. By using low-code tools on a secure, PCI- and HIPAA compliant platform, users can build self-service applications that provide an excellent customer experience at a fraction of the cost of live agents while augmenting current staff needs.

Simplify frequent interactions • Enable customer self-service • Modernize customer service • Augment live staff • Increase operational efficiency • Lower staffing and operating costs

With Plum Voice, you can:

- Simplify dialog creation with our programmable voice and text tools.
- Ensure safety and security with controls for the latest conversational AI LLMs, like ChatGPT.
- Build with ease using our APIs and low-code creation environments.
- Get started quickly with our quick start templates and modules.
- Rest easy with our platform-wide certifications for PCI, HIPAA, SOC2, and more.
- Receive responsive support and service from our team to ensure your success.

Results*

over 80% of customers achieve first call resolution when using virtual agents

2B+ phone calls have been fully automated with the Plum Voice platform

75 to 90% cost reduction when using virtual agents 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

HIPAA COMPLIANT · PCI DSS COMPLIANT · AICPA SOC 2 · CYBER ESSENTIALS · Verified by VISA · ISO 27001 CERTIFIED
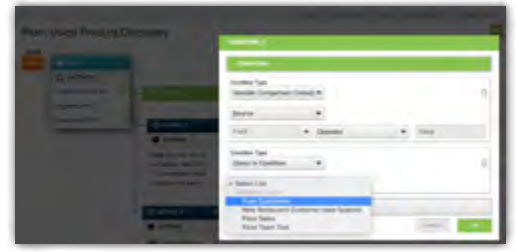
Plum Fuse

Plum Chat

Plum Message

Plum Voice Products

Plum Fuse is an intuitive drag and drop, low-code, GUI tool that allows developers and non-technical users to create and manage IVR systems, virtual agents and conversational AI solutions.

Plum Chat is a chatbot tool that enables customers to communicate, self-service, self-heal and obtain support in their preferred communication channels - WhatsApp Business, Facebook Messenger, Instagram DM and Twitter DM.

Conversational AI enhances the traditional IVR experience by allowing the system to understand a caller's intent and quickly respond with relevant information. This results in a more intuitive and efficient interaction for the caller, reducing frustration and improving satisfaction.

Plum DEV is a VoiceXML (VXML) tool that enables developers to build IVR systems, virtual agents 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 Insight lets you collect customer feedback and link it to specific interactions between agents and customers.

Plum Message is an enterprise-level campaign management platform that creates SMS, MMS, Push, and OTT messaging on an easy-to-use, no-code cloud platform that can be integrated with existing external API services.

Professional Services works with you to create a strategic plan — design, implementation, QA, deployment and support — to enable a smoother transition, faster ROI and impactful results.

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.

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

Common Use Cases

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

Sign up for a free trial at plumvoice.com

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