Plum DEV

Programmable cloud communications platform that allows you to build custom IVR, SMS, and speech apps to automate complex tasks and processes over the phone.

DEVELOPERS' CHOICE

Enterprises often struggle with legacy IVRs that are difficult to customize. Callers suffer, or skip through to an agent which raises customer service cost.

Plum DEV provides complete, granular control over your voice applications. Developers familiar with VoiceXML and JavaScript will feel right at home using DEV to build voice applications. APIs connect voice apps to a wide range of communications infrastructure, and data and analytics drive optimization and improvement efforts.

CLOUD IVR PLATFORM

Plum DEV lives in custom-built cloud infrastructure, using only Tier 1 telecom and designed specifically for voice communications.

BENEFITS

- Enables complete control via Voice XML, JavaScript, and APIs.

- Visualizes your app's data so you can see quickly spot trouble areas and make improvements.

- Delivers extensive security features and is compliant with PCI-DSS (level 1), HIPAA, and SOC2 standards.

- Uses APIs to easily integrate with existing communications and business database infrastructure.

- Guarantees 100% platform uptime.

" The Plum DEV platform is easy to implement and it will save costs if you have a lot of calls coming in. It's a benefit for customers, too."

Norman Ehiorobo, PSN President and CTO

FEATURES

- Choose from a variety of automatic speech recognition and text-to-speech options for more fluid interactions.

- Tap into DEV's artificial intelligence offerings, which uses natural language processing to identify caller intent based on their actual speech and directs their call accordingly.

- Build speech apps in six languages and multiple dialects.

- Manipulate and carry variables through an entire phone call to complete more, complex processes.

- Visualize your app's data with VoiceTrends, a purpose-built tool that enables you to quickly spot trouble areas and make improvements. VoiceTrends also allows you to access your raw data, which you can use to build your own custom reports and dashboards.

- Generate proactive messaging using both outbound voice calling and SMS.

- Easily integrate with any payment gateway, allowing companies to choose the right payment processor(s) for their business needs.

```xml
<?xml version="1.0"/>
<vxml version="2.0" application="root.vxml">
<form id="payment">
    <property name="logging" value="private"/>
    <block name="process_payment">
        <prompt>Please hold while your payment is being processed.</prompt>
    </block>
    <subdialog name="payment_result" src="submit_payment.php" method="post"
namelist="account_id payment payment_type routing_number bank_acct_num cc_number
cc_expiration cc_security">
        <filled>
            <if cond="payment_result.success == true">
                <assign name="transaction_id" expr="payment_result.transaction_id"/>
                <goto next="#success"/>
            <else/>
                <goto next="#failure"/>
            </if>
        </filled>
    </subdialog>
</form>

<form id="success">
    <block name="payment_success">
        <log>Payment Success</log>
        <prompt>Your payment was processed successfully. Your transaction ID is
<value expr="transaction_id"/></prompt>
    </block>
    <field name="success_menu">
        <grammar type="application/x-jsgf">
            0 | 1
        </grammar>
        <prompt>To listen to the transaction ID again, press 1. To speak with a
customer service representative, press 0. To end this call, please hang up.</prompt>
    </field>
    <filled>
```

```xml
<!-- Get Customer Number for Support -->
<form>
 <fie
  <p
   Pl
  </
  <n
   <
   
  </
 </
 <n
```

```xml
<?xml version="1.0"?>
<vxml version="2.1">

<!-- Main Menu -->
<menu id="MainMenu">
 <property name="bargein" value="false"/>
 <prompt>
   Thanks for calling Plum Voice.
   For support, press one or say Support.
   For sales, press two or say Sales.
   For customer service, press three or say Customer Service.
   For company information, press four or say Information.
 </prompt>
 <choice dtmf="1" next="#support">
     Support</choice>
```
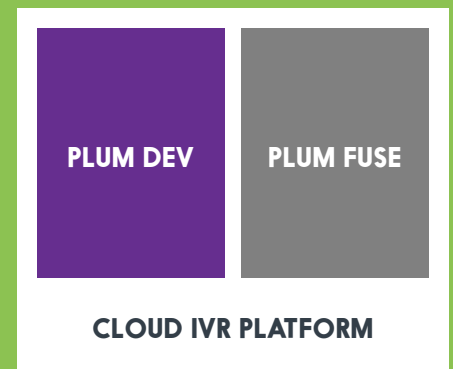
EXPANDABLE CAPABILITIES

Connect DEV apps to Plum Fuse or Plum Insight to get even more out of your IVR.

PLUM FUSE is a visual call-flow builder that provides pre-built applications, making it easy to create and manage IVR & 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.

PLUM DEV	PLUM FUSE

CLOUD IVR PLATFORM

READY TO GET STARTED? VISIT PLUMVOICE.COM TO SCHEDULE A DEMO.

plum|voice

Plum Voice enables the creation of intelligent virtual agent (IVA) and advanced interactive voice response (IVR) solutions, leveraging AI to improve service quality, security, and efficiency.

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

US: 1.800.995.7586 or 617.712.3000 | **UK:** +44 20 7081 0900 | **sales@plumgroup.com**
For more information, visit **www.plumvoice.com**.