Plum Fuse

Improve customer experiences over the phone with intuitive IVR voice applications.

VISUAL TOOL FOR COLLABORATION

Callers get frustrated when they can't get the information they need quickly. Too often, poorly designed IVR gets in callers' way and results in bad customer experiences. Traditionally, developing IVR apps was difficult, overly complex, and time consuming.

Plum Fuse features a visual call-flow editor to easily create and manage custom IVR applications. Fuse also offers a library of pre-built, pre-optimized, and customizable IVR applications to accelerate the development process.

CLOUD IVR PLATFORM

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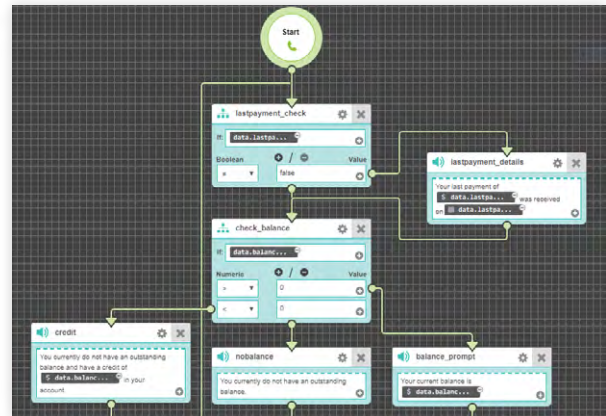
BENEFITS

- Accelerates development time with production-ready templates and offers voice applications optimized for best practices.

- Collects information you need while remaining PCI-and/or HIPAA-compliant and preserving caller privacy and data security.

- Helps reduce IT development cycles from months to days with drag & drop interface.

- Allows you to visualize your application's data to quickly spot trouble areas and make improvements using VoiceTrends.

" If you don't have developer resources, but want to build an IVR application Plum Fuse is something that a savvy business analyst could do. You don't need telephony engineers to get it going."
Plum Customer, VP of Product Development

FEATURES

- Automatic speech recognition (ASR) and text-to-speech (TTS)
    - A wide range of communications features available with platform subscription, including automatic speech recognition (ASR), text-to-speech (TTS) engines, call recording, SMS, transcription, voice biometrics, voicemail detection, and unlimited user accounts.
- Visual application builder that facilitates custom voice applications and efficient work processes via support for:
    - Permission structures that facilitate collaboration across teams and groups and between technical and non-technical staff so that all team members can contribute toward delivering improved customer experiences.
    - One-click cloning, sharing, and revision control capabilities.
    - Intuitive audio interface console that pre-builds audio prompt list and facilitates uploads and updates.
    - Integration with external web services and your own JavaScript libraries.

- Robust variable capabilities
    - Fuse apps have the ability to manipulate and carry variables through an entire phone call.
- Outbound Messaging (SMS/Voice)
    - Generation of proactive messaging using both outbound voice calling and SMS.
- Agnostic payment processing
    - Easy integration with any payment gateway, allowing companies to choose the right payment processor(s) for their business needs.
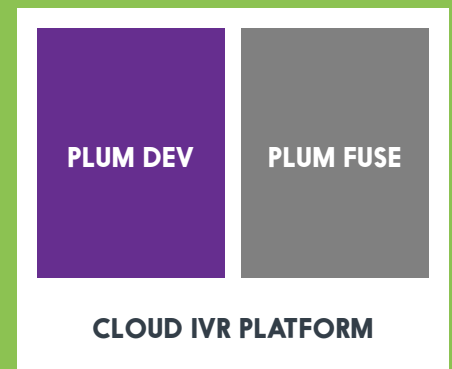

EXPANDABLE CAPABILITIES

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

PLUM DEV is a VoiceXML-based development platform that provides granular control over voice application development.

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 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.