Plum Insight

Collect critical customer feedback in the contact center using omni-channel surveys.

Voice of the Customer programs rely on good data. Post-call surveys provide useful quantitative and qualitative data, but the complexity of telephony systems makes tying that data to specific interactions challenging. Plum Insight facilitates connecting data to interactions, generating relevant and actionable data about agent performance.

Plum Insight offers an innovative and intuitive survey creation tool. Deploy surveys to voice and web channels simultaneously so your company can reach more people and increase take rates. Plum Insight helps close the customer service feedback loop for the contact center.

CLOUD IVR PLATFORM

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

The most effective VoC programs can generate almost 10x more year-over-year revenue than less effective programs.
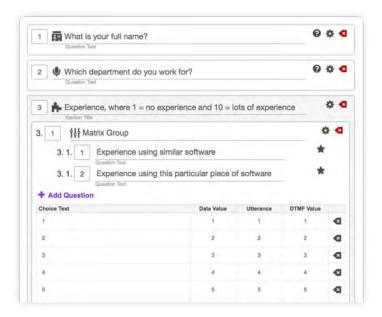
(Aberdeen)

BENEFITS

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

- Deploy omni-channel surveys to increase survey reach and take rates.

- Customize surveys for different VoC programs with roles-based management.

- Robust analytics and reporting provide granular data no matter your contact center architecture.

- Facilitate international survey development with support for multiple languages.

" We conduct regular reviews of all of our vendors, and we've never considered changing. The reason is that Plum is consistent and credible."

Barbara Lincoln, Director of Business Integration and Claims, Erie Insurance

FEATURES

- Intuitive interface
  - Intuitive survey editor that enables anyone to create, deploy, and manage surveys without the need to code.
- 19 different question types
  - A variety of question types from Yes/No and Currency to more open-ended questions that allow for the collection of robust and diverse data.
- Flexibility
  - Customizable survey options for phone and web to ensure optimal end-user experiences regardless of channel.
- Multi-language support
  - Six text-to-speech languages and multiple dialects available.
- Robust reporting
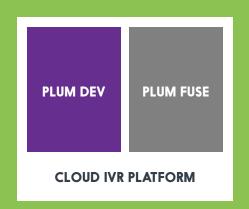 - Multiple reporting options to access data in the way that works best for you.

EXPANDABLE CAPABILITIES

Connect Insight surveys to Plum Fuse or Plum DEV to get even more out of your voice channel.

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

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

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.

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