

# Lumen Solutions for Webex

Cloud-based tools for agile, mobile communication and collaboration.

Evolving innovations in infrastructure and applications demand that communication today is agile, mobile and collaborative. Lumen Solutions for Webex makes instant communications and live meetings possible through a deeply integrated set of tools for an outstanding collaboration experience.

Lumen Solutions for Webex is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, whiteboard and share whether they're together or apart—in one continuous workstream before, during and after meetings.

## Why Lumen and Cisco

Lumen Solutions for Webex provides a holistic UC&C platform that integrates the secure and reliable Lumen network, hosting and communications architecture. By adopting a hosted solution, you can help minimize the complexity of managing a multi-vendor solution, leverage economies of scale to optimize costs and invest in a predictable billing model.

Cisco built the Cisco Webex platform to reimagine team collaboration and enable the digitization of the workplace by bringing together physical and virtual teams and enabling people to conduct their work activities regardless of location or device.



## Simple

Your customers get the answers they need, through their preferred channel, with astonishing speed. Wasted time and stress are a thing of the past. Webex® Contact Center gives you the tools you need to make every customer interaction a delight, every time.

## Secure

Our extensive experience securing many of the world's largest networks, combined with our communications and cloud expertise, helps ensure that Cisco Webex is secure and reliable.

## Open

Webex APIs and integrations are key to helping you digitize your business. Take advantage of self-enabled integrations and bots, easy-to-use APIs and the ability to customize these to your existing processes and workstreams.

## Efficient

Bring people together to create, communicate and collaborate in one continuous workstream before, during and after the meeting so teams can maximize efficiency, enhance productivity and make informed decisions quickly.

## Business messaging

Keep your finger on the pulse with persistent content and context in team messaging sessions and virtual spaces, with collaborative one-to-one and team messaging.

## HD audio and video calls

Boost employee productivity with the ability to call anyone from virtually anywhere. You can seamlessly move conversations between mobile, desktop, room devices and back again. You will have common contacts, calendar and call history from mobile to desktop.

# Key Features



## Meetings

Meet physically and virtually—seamlessly



## Messaging

1:1 and team persistent messaging and content



## Calling

Cloud-based phone system



## Contact Center

Integrated advanced cloud services

## Meet. Message. Call. Contact Center.



### Meetings

Bring teams together to create, communicate and collaborate in one continuous workstream before, during and after the meeting—across any mobile or video device. Invite others to join meetings from their desk, a branch office, at home or on the road.



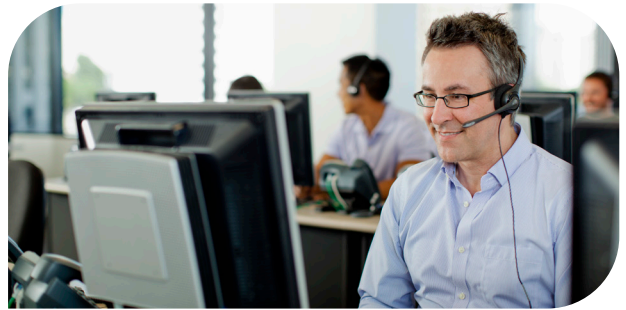
### Calling

Lumen Solutions for Webex allows you to make calls to any other Cisco Webex user in any company via SIP dialing, as well as calling regular landline and mobile phones via the PSTN. You can make and receive calls from a phone connected to the Cisco Webex service in the office or from the Cisco Webex app on your mobile phone or desktop.



### Messaging

Businesses can exchange messages and share files with another person or a group of people. Message anyone using Cisco Webex. Simply choose a person from the company directory or enter an email address—including customers, partners and colleagues—then securely message them through Webex on a desktop or mobile device.

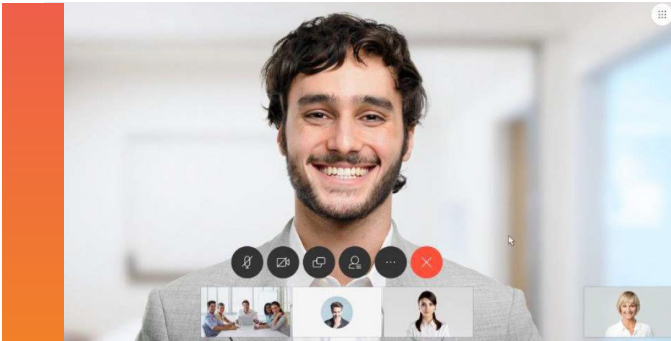


### Contact Center

Built on the Cisco open and flexible Webex Platform for Contact Center, our portfolio integrates advanced cloud services such as AI capabilities, enterprise-grade cloud calling, data analytics, workforce optimization, CRM and experience management applications.

# Designed for the way you do business

Lumen Solutions for Webex takes your communications to the next level by providing a complete solution with one service and one experience for everyone.



Calling

Messaging

Webinars

Whiteboarding

Meetings

Polling

Events

Contact Center

## 1. Promote business growth and success

- Focus IT resources to move them from being a cost center to a platform for innovation and growth
- Enhance company culture by working smarter from virtually anywhere and connecting and engaging employees
- Meet business demands by working fast and smart, controlling costs, and maximizing resources
- Provide personalized care for your external and internal customers

## 2. Built for digital-first customer experience

- Let today's digital-first customer connect their way - via chat, text, social, email, or call
- Natural, AI-powered voice and chat virtual agents provide options for fast and easy 24/7 self-service
- Proactively connect with your customers and empower them to easily solve problems faster on their own

## 3. Exceptional control

- Complete, integrated service management
- One centralized and comprehensive administrative portal
- Advanced analytics, troubleshooting and reporting
- Ability to extend to include legacy PBX with enhanced routing and centralized dial plans
- Tools and commercial licenses to enable smooth migrations from on-premises calling solutions, including UCM or hybrid deployments
- Flexibility to connect your users across a network of multi-tenant and dedicated cloud calling services

## 4. Increase team agility and rapid response from the start of a project to its completion

- Hold more effective meetings with sync-ups, discussions, and preparation ahead of time
- Get access to content and discussion threads during meetings
- Review, follow up and take quick, informed action after meetings
- Enhance any meeting with Cisco Webex Assistant, which adds an intelligent, interactive virtual meeting assistant to help make meetings more productive



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