

Enhance customer experiences with an Intelligent contact center: Lumen® Contact Center Intelligence



Powering a smart, connected customer experience

Customer experience is evolving fast, and organizations need smarter, more connected interactions to meet rising expectations. Lumen Contact Center Intelligence provides a cloud-based, secure platform built on the Lumen network to enhance performance, streamline operations, and power intelligent customer interactions.

The CX challenge: Why contact centers must evolve

CX leaders face growing pressure to modernize while controlling cost and complexity.

What's Driving Modernization

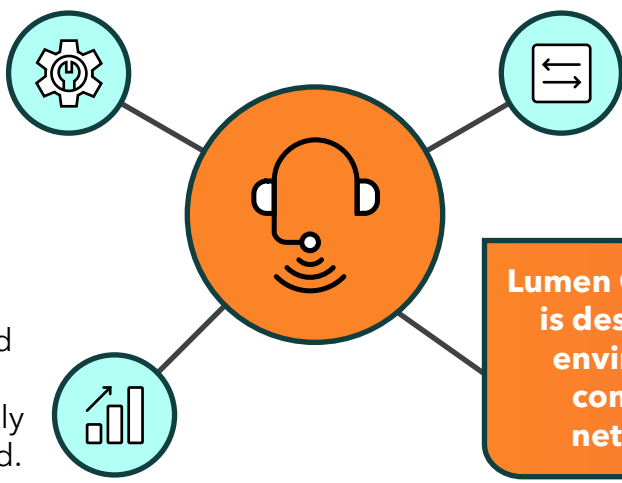
- Rising customer expectations**
Modern platforms are designed to deliver fast seamless experiences.
- Efficiency and performance gains**
Streamlined workflows and robust agent tools speed resolution.
- Minimize technology drag**
Legacy systems increase cost and inconsistency. Modern tools restore agility and reliability.
- Intelligent data and AI readiness**
Modernization unlocks deeper insights to help improve decisions and customer experiences.



How Lumen Contact Center Intelligence helps: Modernize CX without more complexity

A unified, cloud-based platform designed to elevate the customer experience. CCI brings together voice, routing, queuing, recording, and analytics capabilities to simplify your technology stack and keep the focus on outcomes.

- Simplify operations**
Work with one provider for your network, service level agreements (SLAs), and account management.
- Support demand spikes & Minimize handle times**
with cloud-based queuing and routing options. Use IVR and queuing to route callers quickly and manage spikes in demand.



Gain near real-time visibility
Reporting and call detail records to monitor and optimize interactions from end to end.

Lumen Contact Center Intelligence is designed to modernize your environment without adding complexity leveraging the network you already trust.

Intelligence built in: AI, analytics & security

Powered by Lumen, the trusted network for AI.

Turn every call into insight and every insight into enhanced CX. Lumen Contact Center Intelligence combines advanced analytics, voice quality enhancement and network-based security to make interactions clear, fast and secure.



- Analytics**
Turn conversations into behavioral insights and experience scores.
- Voice clarity enhancement & measurement**
Enhanced call quality in near real time helps reduce noise, and balances volume.
- Risk scoring & fraud prevention**
Score every call to flag threats early and smooth low-risk interactions.
- Embedded intelligence**
Lumen Contact Center Intelligence integrates network-level insights directly into CCaaS platforms. It can help verify callers, assess fraud risk, and interpret sentiment before the call reaches an agent. Prebuilt API hooks enable efficient integration with platforms like Genesys Cloud, to help reduce deployment time, and remove the need for custom services.

How Lumen adds value to deliver amazing experiences

As the network provider, Lumen delivers cloud contact center solutions designed to enhance customer experience, boost productivity, and drive engagement. With deep expertise, we guide organizations from legacy systems to modern, unified communications built for the future.

- Extensive Experience & Simplified Management**
Through a single vendor that has 30+ years of contact center success
- Additional Security**
Including inbound spoofing protection, fraud authentication, STIR/SHAKEN compliance support, and carrier level call blocking
- Network Performance & Connectivity**
Enhanced network, performance, visibility, connectivity, and reliability
- Strategic Partnerships**
Partnering with platforms like Genesys, & Talkdesk allow Lumen to offer flexible, scalable, and secure omnichannel solutions.
- End-to-end services**
The breadth of our partnerships means we offer services that span the entire lifecycle. So, you can enjoy support every step of the way

¹2025 CX Trends & Insights Corporate Edition report.
²Frost & Sullivan, Frost Radar: North American UCaaS & Cloud-Connected Calling Service Providers, 2025.

Transform your CX ambitions with Lumen Contact Center Intelligence

As the network provider, Lumen delivers contact center solutions to help improve customer experience, empower productivity, and increase engagement. Simplify management through a single vendor that has 30+ years of contact center success.

Get in touch

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