

# Power an AI-Ready Contact Center with Lumen



## The new contact center reality

Customer expectations are rising, and CX leaders need modern, cloud-based contact centers that deliver seamless journeys, empowered agents, and actionable insights. Lumen helps organizations modernize their contact centers with AI-enabled solutions built on a highly reliable carrier grade network.



### Today's trends

- Customers expect always-on, omnichannel support
- Legacy systems create data silos, long wait times, and higher costs
- Customers demand personalized, low-effort experiences



### CX leaders want

- Modern cloud platforms that scale and adapt
- A clear, frictionless path to AI and automation
- Improved agent experience with better tools and insights

## AI at the core: Smart interactions, positive outcomes powered by Lumen the trusted network for AI

AI now enhances most customer and agent interaction. With Lumen Solutions for Contact Center, AI functions as a unified layer across your environment to help enable responsive, consistent experiences.



### AI-powered experiences across interactions

- **Virtual Agents / Intelligent Self-Service**
- **AI-Assisted Routing**
- **Real-Time Agent Assist**
- **Analytics & Sentiment Insights**

### 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.



of CX leaders plan to invest in AI-driven automation, including chatbots and real-time agent assist tools. <sup>1</sup>



of organizations are very interested in deploying AI agents, and another **40%** are somewhat interested. <sup>2</sup>

## Business impact of modernizing with Lumen Solutions for Contact Center

Demand for cloud contact center services is growing rapidly, accelerated by the need to modernize contact centers to support multi/omnichannel CX and leverage AI for improved agent performance and greater CSAT.

Modernizing your contact center with Lumen helps transform AI-driven, omnichannel engagement into measurable improvements that support customer satisfaction, operational efficiency, and adaptability.



### Customer experience & loyalty

- Consistent journeys
- Low effort and strong loyalty
- Seamless omnichannel interactions



### Operational efficiency & cost savings

- Streamlined workflows
- Fast resolution through automation
- Simplified onboarding and training



### Agility & future-readiness

- Quick rollout of new channels
- Easy integrations across systems
- Scalable for spikes and growth

## Lumen Solutions for Contact Center Portfolio

Lumen delivers a comprehensive portfolio of network-driven applications, scalable cloud platforms, and expert advisory service designed to help organizations modernize, optimize, and elevate every customer interaction. Our end-to-end capabilities help ensure a high-performance, future-ready contact center.



**Lumen Contact Center Intelligence**



**Contact Center as a Service (CCaaS) offerings**



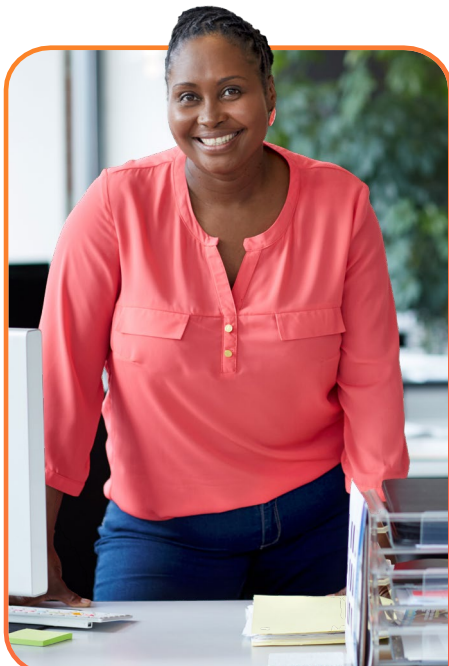
**Partners with leading UCC providers**



**Contact Center Consulting**

## 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.



**Network performance & connectivity** - Enhanced network, performance, visibility, connectivity, and reliability.



**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.



**Additional security** - Including inbound spoofing protection, fraud authentication, STIR/SHAKEN compliance support, and carrier level call blocking.



**Strategic partnerships** - Partnering with platforms like Genesys, Talkdesk allow Lumen to offer flexible, scalable, and secure omnichannel solutions.

<sup>1</sup> CMP Research - 2025 - 2026 Customer Contact Benchmarking Report

<sup>2</sup> S&P Global Market Intelligence, 451 Research Market Insight Report Reprint: Lumen - AI-ready CX, December 16, 2025

## Transform your CX ambitions with Lumen Solutions for Contact Center

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**Get in touch**

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