



# Lumen Communications Services

Seamless interactions  
for exceptional  
experiences

LUMEN®

# Contents

Introduction	3
Why Lumen Communications Services are the right choice for your business	4
Discover future-ready voice, collaboration and customer engagement	5
Lumen® Cloud Communications and Lumen® Specialty Lines	6
Lumen® Unified Communications and Collaboration (UC&C)	9
Lumen® Solutions for Contact Center	11
Map your modernization needs across voice, UC&C and contact center	13
Resources	16
Lumen is your partner for what's next	16

# Introduction

Communications have evolved far beyond the traditional dial tone. Voice, collaboration and customer engagement now function across cloud apps, legacy systems, and a growing mix of devices and locations.

For many organizations, that reality creates fragmented experiences, operational complexity, and new expectations for reliability, security and compliance. This makes it harder to deliver seamless interactions for employees and customers and harder to modernize without disrupting systems the business relies on.

Modernizing enterprise communications today requires a roadmap—one that connects voice, collaboration and customer engagement. Read on for a practical framework to help you align teams, close capability gaps and update essential systems without disruption.





## Why Lumen Communications Services are the right choice for your business

In a world where communication drives business performance, organizations need tools that help teams stay aligned, responsive and ready to adapt. Lumen Communications Services support modern, digital experiences that allow businesses to operate with greater clarity, agility and speed across locations and channels.

Partnering with Lumen helps transform how teams connect, collaborate and support customers, bringing secure, scalable communications to key areas of your business. Intelligent routing and built-in resiliency work together with integrated voice and collaboration tools to help minimize downtime, streamline operations and raise service quality.

Through integration with Lumen Connect<sup>SM</sup>, you can consume, configure and scale communications services on demand through a single digital interface, enabling greater visibility and control while aligning communications with business needs.

Whether your priority is reducing costs, improving customer experiences, accelerating decisions or supporting a distributed workforce, Lumen Communications Services work with Lumen<sup>®</sup> Network-as-a-Service (NaaS) to provide a flexible, future-ready foundation. As your needs evolve, that foundation helps maintain consistent performance while building in resilience and supporting long-term cost efficiency.

# Discover future-ready voice, collaboration and customer engagement

Each of the following solutions categories solves a different part of the communications puzzle, from modernizing core voice and supporting critical lines to enabling collaboration and transforming customer engagement. Start with your biggest priority or combine solutions to create a connected, seamless experience for your employees and customers.



## Cloud Communications and Specialty Lines

Power modern calling, collaboration and mobility with a cloud-based foundation built to flex with your business. Lumen® Cloud Communications simplify management and support seamless experiences, while Lumen® Specialty Lines replace traditional POTS with a digital solution for critical safety systems.



## UC&C

Connect Microsoft Teams, Cisco Webex and Zoom in one secure, managed experience that goes beyond buying and deploying the apps to make them work as an integrated, managed part of your broader communications environment.



## Contact center platforms

Modernize customer engagement across voice and digital channels with leading platforms like Genesys Cloud and Talkdesk, enriched by Lumen® Contact Center Intelligence for enhanced insights, smart workflows and efficient agent performance.

## No bundle required

It's easy to create your own custom communications solution with Lumen—just choose the individual services that make sense for your business.

# Lumen® Cloud Communications and Lumen® Specialty Lines

## Modernize calling without disrupting critical functions

Legacy voice environments, critical analog lines and evolving compliance requirements can make modernization feel complex. Lumen Cloud Communications and Specialty Lines bring these needs together in a secure, cloud-based approach—helping you simplify enterprise voice, support essential services and scale with confidence as your communications strategy evolves.

## A dynamic, cloudified platform that drives results

Lumen Cloud Communications and Specialty Lines deliver secure, reliable voice and SIP services to help organizations compete and scale in the AI economy. These cloud-based solutions help you modernize legacy PBX environments by bringing enterprise voice and critical non-voice devices—such as fire alarms, elevator phones, security gates and point-of-sale systems—into a single, scalable solution.

## Key benefits:

- 1 | Simplify voice infrastructure**  
Unify fragmented systems into one scalable platform.
- 2 | Support critical communications**  
Handle elevators, life safety and regulated voice services to avoid disruption.
- 3 | Optimize performance and resilience**  
Incorporate managed reliability to enhance service consistency across the business.
- 4 | Drive modernization**  
Provide a clear path to modern communications in the AI economy.
- 5 | Enhance operational efficiency**  
Deliver seamless, dependable customer and employee experiences.

Today, more than three-quarters (77%) of enterprises say that cloud voice is a core part of their primary telephony approach—and this trend is growing.<sup>1</sup>



## Results that matter: productivity, efficiency and cost savings

In an IDC survey, businesses reported a range of positive outcomes as a result of implementing a cloud-based UC&C solution.<sup>1</sup>

**48%**

increased employee productivity

**48%**

improved operational efficiency

**44%**

reduced IT staff time devoted to communications systems

**43%**

realized cost savings

**39%**

improved innovation capabilities

**28%**

increased revenue





## Cloud Communications Solutions

Whether you're moving users off a legacy PBX, modernizing SIP connectivity or maintaining critical analog endpoints without disruption, we have services to match your environment. We give you building blocks you can adopt individually or combine to support your modernization timeline.

### Lumen® Cloud Voice

If you need to modernize legacy voice systems, minimize operational complexity and enable always-on communication, Cloud Voice delivers a scalable and secure cloud-based communications platform to enhance productivity and customer experience.

### Lumen® Specialty Lines

When you require reliable, modern connectivity for critical systems like alarms, elevators and point-of-sale devices, Specialty Lines deliver a cloud-based solution with 24/7 monitoring and cellular failover.

# Lumen® Unified Communications and Collaboration (UC&C)

## Enable seamless collaboration for distributed teams

Distributed workforces only work when communication is seamless across channels, locations and devices. We bring together leading collaboration platforms with the performance and security of the Lumen Network, helping teams stay connected, productive and supported wherever they work.

## Connect distributed teams with secure, scalable, simplified collaboration

Lumen UC&C is a cloud-based service that unifies voice, video, messaging and collaboration tools to simplify enterprise communications and support distributed teams. Delivered by a single global network provider, the Lumen UC&C platform integrates with existing technologies to provide a secure, scalable experience with low-latency voice and video to help increase productivity and support business continuity.

## Key benefits:

- 1 Unifies collaboration tools**  
Integrates voice, video, messaging and collaboration into one platform
- 2 Supports distributed teams**  
Enables secure, scalable collaboration across locations and devices
- 3 Helps reduce operational complexity**  
Simplifies enterprise communication environments
- 4 Optimizes performance and reliability**  
Delivers low-latency voice and video over the Lumen global IP network



“ Lumen didn’t just implement a system. They helped us build a more responsive, agile foundation for customer service that our teams and our community can rely on.”

— Dwight Goodwin, Director of IT  
Bank of Tennessee

## Proven UC&C results

Organizations are seeing measurable value when UC&C is deployed as a managed cloud-based service.

**48%**

of organizations report **measurable gains in employee productivity** with UC&C.<sup>1</sup>

**82%**

of respondents experienced a **significant impact in time savings** among IT staff due to more efficient business operations.<sup>1</sup>

More reasons to choose Lumen UC&C include:

- **Global network backbone:** Get services delivered over one of the largest, most connected fiber networks in the world.
- **Flexible deployment models:** Choose self-installation or fully managed services to match internal capabilities.

## Leading collaboration platforms integrated and managed by Lumen

### Lumen® Enablement Services for UC&C

Select the right collaboration solution for your needs and budget—with expert support for integration, configuration and optimization of your infrastructure for a trusted, productive communication experience.

### Lumen® Solutions for Microsoft Teams

Unify all your collaboration services under a single provider, with fully managed support for seamless deployment and ongoing operations.

### Lumen® Solutions for Zoom

Help employees and customers stay connected with reliable, cost-effective Zoom solutions that simplify deployment and minimize management with dedicated Lumen support.

### Lumen® Solutions for Webex

Enable hybrid work with comprehensive collaboration and communication tools, inclusive experiences, robust data protection and industry-leading security supported by Lumen experts.

# Lumen<sup>®</sup> Solutions for Contact Center

## Support intelligent, always-on customer engagement

Customers expect a consistent, connected experience no matter how they engage with your organization. Lumen Solutions for Contact Center help you unify voice and digital engagement, apply intelligence to every interaction, and support agents with the tools and insights they need to resolve issues fast while building customer loyalty.

## Enhance your customer lifecycle journey

Specialized, cloud-based solutions deliver a Contact Center as a Service (CCaaS) approach that modernizes customer engagement while minimizing total cost of ownership. By integrating leading contact center platforms with advanced network capabilities, cloud scalability and expert consulting, Lumen enables secure, high-performance customer interactions across every touchpoint.



## Key benefits:

- 1 | Modernize customer engagement**  
Help improve efficiency and customer experiences with a CCaaS approach.
- 2 | Minimize total cost of ownership**  
Streamline operations while optimizing infrastructure and services.
- 3 | Integrate leading platforms**  
Combine best in class contact center solutions with network based capabilities.
- 4 | Simplify vendor management**  
Unify network, infrastructure, applications and services under a single provider.
- 5 | Enhance visibility and scalability**  
Gain insight into customer needs and network performance so you can scale quickly during periods of peak demand.

## Manage your modern contact center with ease

- Deliver end-to-end services across the lifecycle, including strategy, design, deployment and management.
- Support fraud protection, security, and federal and state compliance standards.
- Integrate AI to maximize customer experience, agent productivity and operational efficiency.
- Take advantage of our more than 30 years of combined engineering and solution expertise.
- Bring together voice, toll-free and local services with carrier-grade reliability.

**“ Within six weeks, the system was up and running, which is something I’m very thankful for. Lumen Solutions for Contact Center – Genesys Cloud is easily customizable, and we can turn around updates very quickly. That really impressed me.”**

**— Doug Benalan, CIO**  
CURE Auto Insurance

## Leading contact center platforms integrated and managed by Lumen

### **Lumen® Contact Center Intelligence**

Provide a customized, cost-effective customer support solution that optimizes efficiency with an intelligent cloud-based contact center, purpose-built applications and actionable analytics.

### **Lumen® Solutions for Contact Center – Genesys Cloud**

Deliver enhanced customer experiences with the flexibility to manage your business or government agency more effectively through scalable technology. Cultivate a contact center that fits the unique needs of your company and your customers.

### **Lumen® Solutions for Contact Center – Talkdesk**

Acquire the tools to intelligently unlock the promise and potential of a great customer experience. Leverage our expertise as a technology partner to migrate to a cloud-native contact center solution that meets your business needs.

# Map your path to modern communications

Find the communications capabilities you need to improve experiences, close gaps and focus your modernization efforts where they'll have the greatest impact.

	Cloud Communications	UC&C	Contact Center
<b>Foundational must-haves</b>			
PSTN connectivity: DIDs and toll free	●	●	●
Reliability & SLAs (geo-redundancy, failover options)	●	●	●
E911 or NG911 & location services	●	●	◐
Compliance & security controls (encryption, policy, retention)	●	●	◐
Number management & porting (TN assignment, LNP)	●	●	●
Specialty lines and analog replacement (alarms, elevators, fax)	●	○	○

○ Good    ◐ Very Good    ● Optimal

	Cloud Communications	UC&C	Contact Center
<b>Core voice modernization</b>			
Cloud PBX and business line replacement	●	●	○
SIP trunking for legacy PBX & hybrid	●	●	●
Soft clients & mobility (desktop and mobile apps)	●	●	◐
Auto attendant, hunt groups, call queues	●	●	●
<b>Contact center and experience enablement</b>			
Interactive voice response (IVR) & intelligent routing	◐	◐	●
Omnichannel CX (voice, chat, SMS, email, social)	◐	◐	●
Outbound dialer & campaign management	●	○	●

○ Good    ◐ Very Good    ● Optimal

	Cloud Communications	UC&C	Contact Center
<b>Optimization, insight and differentiation</b>			
Analytics & reporting (quality, usage, CX insights)	●	●	●
Workforce engagement (QM, WFM, coaching)	○	○	●
API and webhook & CRM and ITSM integrations	◐	◐	●
<b>Services and lifecycle support</b>			
Managed migration & lifecycle services	●	●	●

Once you've identified the capabilities you need, the next step is choosing a partner who can integrate them into a secure, reliable experience and support them over time. This is where Lumen stands apart—bringing **network expertise, lifecycle services and a partner ecosystem** together to help you move from solution comparison to confident execution.

○ Good    ◐ Very Good    ● Optimal

## Lumen is your partner for what's next

As cloud and AI continue to reshape how work gets done, communications and collaboration must evolve with them. Lumen helps organizations stay ahead by delivering intelligent, cloud-enabled services designed for today's workflows and tomorrow's demands.

Our secure, unified digital foundation enables smart interactions, fast decisions and communications services that adapt and scale to changing needs—equipping organizations to operate with clarity, resilience and confidence.

## Resources

Explore Lumen Communications Services and get connected with experts to help you take the next step.

[Communications Services](#)

[Cloud Communications](#)

[UC&C Solutions](#)

[Contact Center Solutions](#)

[Lumen Connect<sup>SM</sup>](#)

Ready to discuss your communications needs?

[Talk to an expert](#)

<sup>1</sup>IDC, *Migrating voice to the cloud: realizing greater business effectiveness and outcomes*, May 2025.