Lumen® Contact Center Intelligence

Stay agile and competitive with an intelligent, cloud-based contact center solution

Lumen® Contact Center Intelligence is a scalable, secure, cloud-based contact center platform designed to transform customer engagement and operational efficiency. As the network provider, Lumen delivers carrier-grade reliability and seamless integration with toll-free, local inbound, and long-distance outbound services. With advanced features like real-time authentication, fraud prevention, queuing, and prosodic call scoring, it empowers businesses to reduce complexity, enhance customer satisfaction, and lower total cost of ownership. Lumen® Contact Center Intelligence meets the demands of today's dynamic customer experience landscape with a unified solution.

Extensive Experience
Over 30+ years in the contact center business with sales and engineering experts who have 300+ years of developing solutions to fit our customer needs.

Comprehensive Network Insights
As the network provider, Lumen delivers cloud contact center solutions with built-in voice, toll-free, and local inbound/outbound services to help ensure seamless integration and carrier-grade reliability. We gather additional information about customers and caller experiences, revealing hidden requirements.

Support Services
Dedicated technical resources assist with onboarding and ongoing technical support.

AI Driven Innovation
Lumen is the trusted network for AI, our contact center offerings integrate AI to enhance customer experience, and operational efficiency.

Risk Mitigation Features
Fraud protection, call risk assessment and scoring.

Common use cases

- Enhance customer satisfaction through queuing, call scoring, and personalized self-service options.
- Reduce operational complexity by consolidating contact center tools into a unified, intelligent solution.
- Maximize agent efficiency by surfacing caller intent, risk level, and context before the interaction begins.

LUMEN®
TECHNOLOGIES

Lumen Contact Center Intelligence

- Core features, available for a inclusive per minute charge
    - Routing (geographic, time, date and more)
    - Call transfer
    - Network announcements
    - Portal
    - Self-service, easy-to-use Portal
    - Reporting
    - Robust CDRs

- Advanced features
    - Network-based IVR
    - Network Recording & Storage
    - Network Queuing
    - Voice Clarity Measurement and Enhancement
    - Prosodica Analytics
    - Risk Scoring

- Special tools to address customer experience optimization
- Fraud prevention and authentication

Why Lumen?

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

866-352-0291 I lumen.com I info@lumen.com

LUMEN® TECHNOLOGIES