

# Lumen® Contact Center Intelligence

## Risk Scoring Services

Lumen Contact Center Intelligence provides Risk Scoring Services to protect enterprises from spoofed and fraudulent calls and help improve their customer interactions. Risk Scoring evaluates real-time and historical data along with enhanced STIR/SHAKEN to create a comprehensive risk score for 100% of your incoming calls. This allows us to triage phone traffic before it's delivered to an IVR or agent, improving experience for your low risk callers while engaging additional authentication practices for potentially risky ones. These technologies work seamlessly on Lumen's secure and reliable network, providing consistent performance, strong fraud prevention, and a smooth experience for both customers and agents.

### Flexible call handling

Customize how calls are treated based on your business rules to minimize fraud, shorten agent time, and maximize customer satisfaction.

### Cost-effective operations

Risk Scoring applies only the technologies essential to authentication for a given call to help lower overall contact center expenses.

### Multi-layered threat evaluations

Easily layer Risk Scoring Services and optional third-party tools to stay ahead of evolving fraud and spoofing tactics.

### Data driven insights

Risk scores and caller data can be passed directly to IVRs or agent desktops, enabling smarter routing and faster decisions.



## Common use cases

- Route your riskiest calls to dedicated IVR paths or fraud agents.
- Boost agent productivity by providing risk-level as the call arrives.
- Enhance customer experience by enabling IVR self-service options for low-risk callers

## Features and Specs

### Real-time and historical call analysis

- Evaluates incoming calls using both current and past data to assess risk.

### Enhanced STIR/SHAKEN validation

- Verifies caller ID authenticity across carriers to help reduce spoofing and fraud.

### Comprehensive risk scoring

- Assign a risk score to every call before it reaches your IVR or agents.

### Flexible delivery

- Delivers scoring and other metadata to your platform via a SIP header or an external API hit.

### Powerful routing integration

- Dynamically adjust call routing based on risk score or originating carrier information in the contact center portal.

### Third-party data integration

- Optionally incorporates external data sources to enrich scoring and validation.

### High risk call treatment

- Flexibly enabled voice CAPTCHA apps can provide additional layers of caller verification.

## 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.

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