



Transform your enterprise communications Lumen Voice and UC&C solutions



LUMEN®

Table of contents

- + CHAPTER 01**
Take control of your new workplace environment
- + CHAPTER 02**
Start your journey with a secure, reliable global network
- + CHAPTER 03**
Reduce complexity to deliver meaningful collaboration
- + CHAPTER 04**
Change the conversation

- + CHAPTER 05**
Key considerations for transforming your workplace environment
- + CHAPTER 06**
Our UC&C portfolio
- + CHAPTER 07**
Evolve your contact center and create amazing customer experiences
- + CHAPTER 08**
Explore our Voice and UC&C solutions

Take control of your new workplace environment

The modern communications landscape is fractured: workforces are mobile and dispersed, IT teams struggle to manage more interconnected devices, outdated equipment and disparate provider networks don't interoperate and real-time communications are evolving to applications delivered rapidly across IP-based platforms.

But with the right partner, you can unify and simplify your communications setup, streamlining networks and the way you use services to help improve customer experiences and reduce your total cost of ownership (TCO).

Lumen Voice and UC&C solutions offer a simple, cost-effective means to regain control of your communications and create amazing experiences.

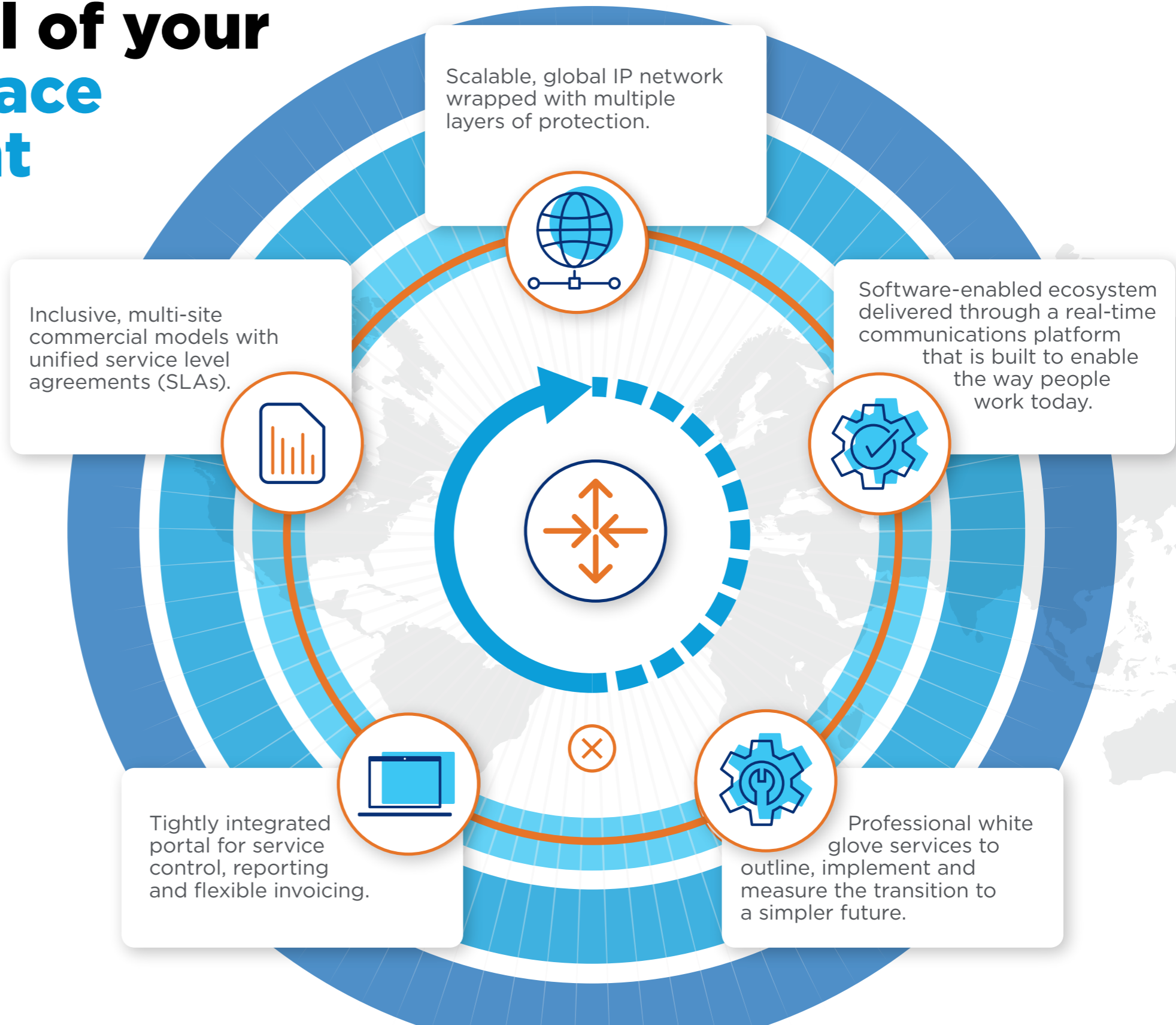


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Start your journey with a secure and reliable global network

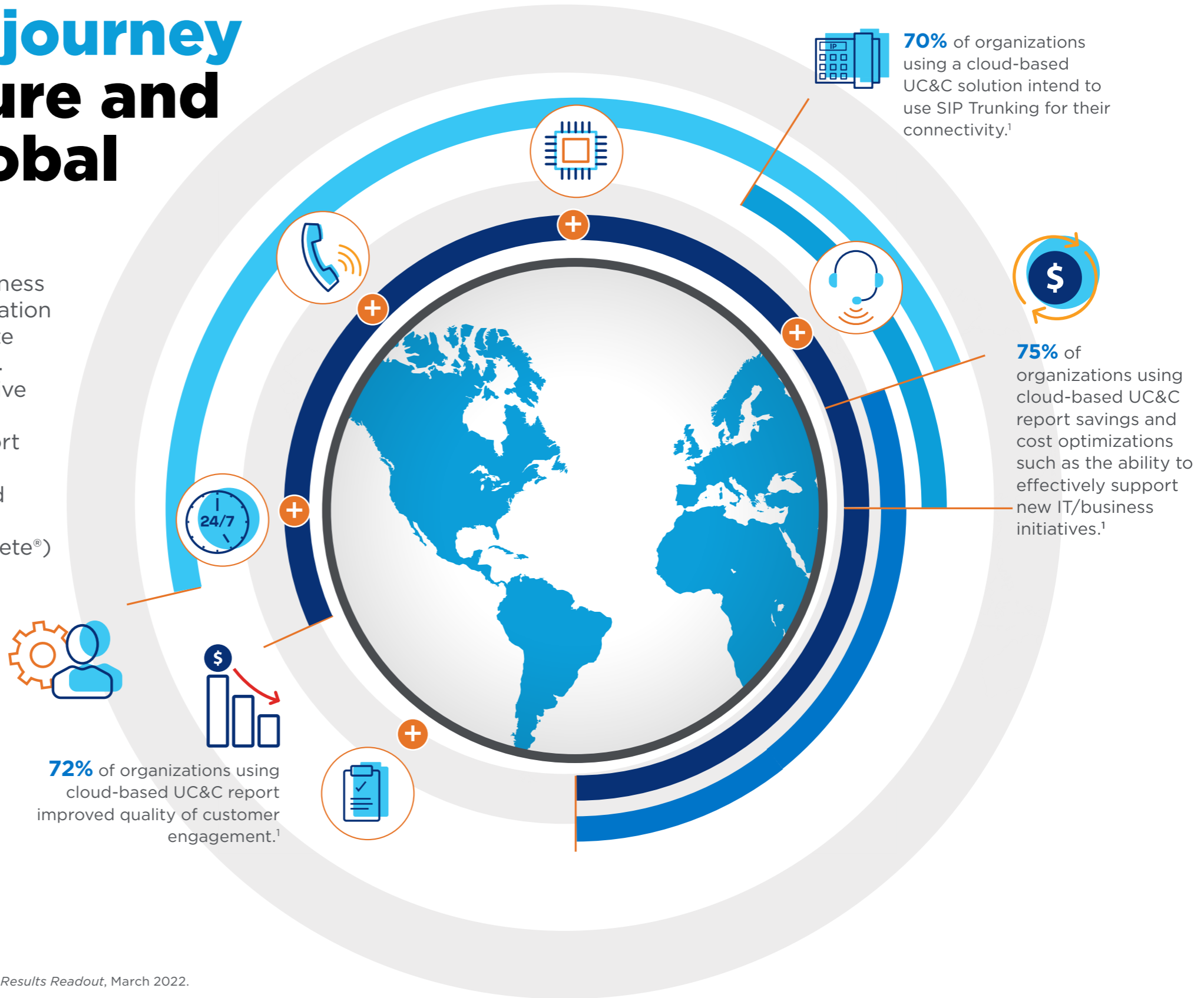
Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP Trunking (Lumen® Voice Complete®) and Hosted VoIP.

59% of organizations using a cloud-based UC&C solution are extremely interested in working with a managed services provider.¹

72% of organizations using cloud-based UC&C report improved quality of customer engagement.¹

70% of organizations using a cloud-based UC&C solution intend to use SIP Trunking for their connectivity.¹

75% of organizations using cloud-based UC&C report savings and cost optimizations such as the ability to effectively support new IT/business initiatives.¹



¹ IDC, *Lumen Voice/UC&C Study, Web Survey and IDC Results Readout*, March 2022.

² IDC, *U.S. Enterprise Communications Survey*, 2019.

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Share calling resources across the globe

Lumen® Voice® Complete®: Shift calling resources among sites across the U.S. and Western Europe (without oversubscribing) with our flexible, secure end-to-end SIP network solution. Every deployment provides built-in network failover protection, emergency services and other business features within the CCP price.

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Support a mix of technology  

Lumen® Voice Complete® and Lumen SIP Trunking: Use existing investments for as long as possible without reinvesting capital. Our network handles signaling conversion and supports direct, native primary rate interface connections to non-Internet protocol PBXs.

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Start your journey with a secure and reliable network

Lumen has the power to boost your amazing cloud. Our secure Network and network architecture provide a

which to deploy your Voice and UC&C solutions—such as SIP Trunking (Lumen® Voice Complete®) and Hosted VoIP.



Provide reliability and redundancy



Lumen® Hosted VoIP is optimized when our network transport is used to maintain control over call quality between customer locations and our geographically redundant data centers as well as being available to customers with Over The Top (OTT) network access services.

Lumen® Cloud Communications provides a simple migration from premise-based systems to a fully managed, cloud-enabled calling and collaboration platform. A single interface manages calls, messages and video meetings in one application to streamline operations.



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Start your journey with a secure and reliable global network

Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences.

Our secure Network provides a reliable global network which UC&C Trunking and Hosted VoIP.



Administration simplified



Manage virtually all aspects of your service—including telephone numbers, sites, CCPs and features—via secure web administrator and end-user portals.

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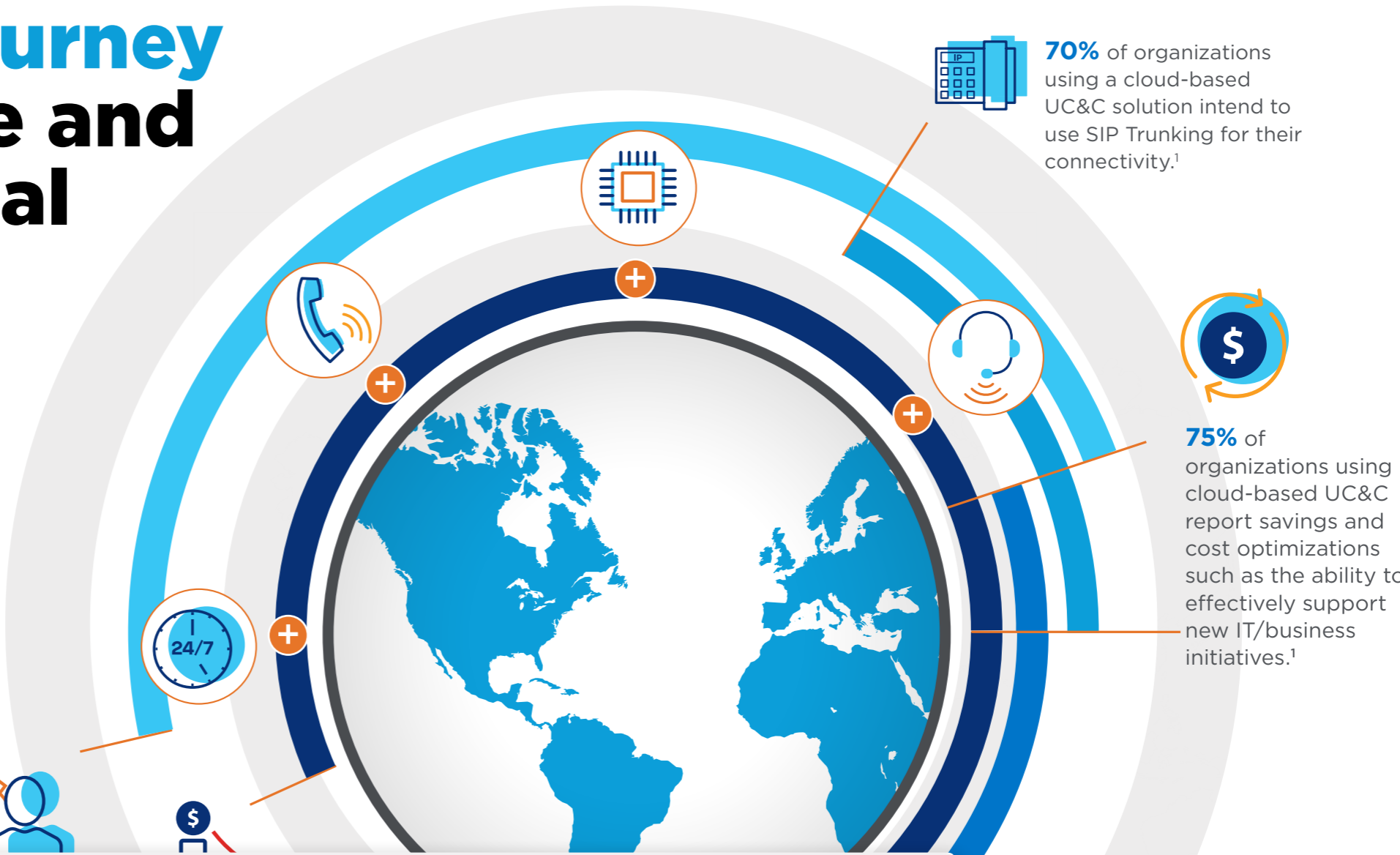
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Enable your choice of UC&C



Lumen offers a simple, streamlined management solution for all your Voice and UC&C services. We partner with several providers (including Zoom®, Microsoft® and Cisco®) and can work directly with your system integrator to layer capabilities on your existing solutions. We also offer holistic contact center solutions, inbound call center capabilities and collaboration tools to help create amazing experiences and help reduce total cost of ownership.

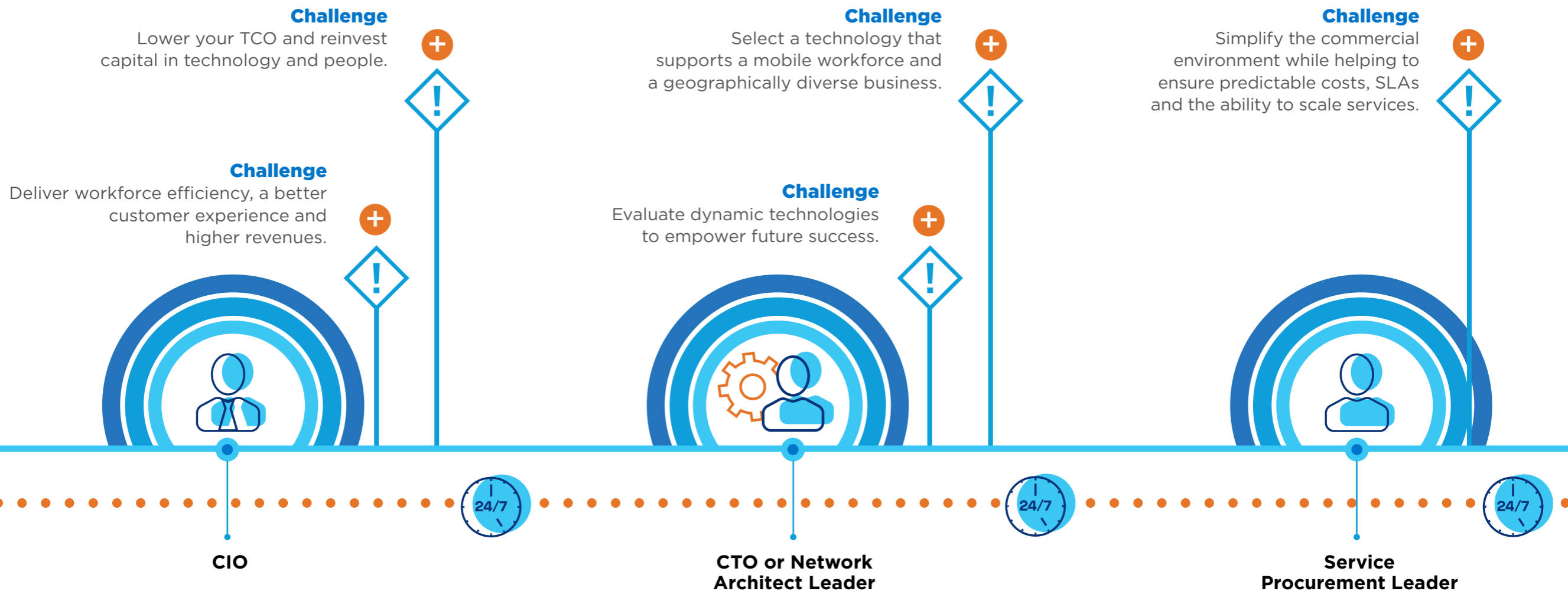
Whether you're looking for contact center applications, a robust hosted omnichannel platform or an expert team of contact center consultants, we're ready to support you.

LEARN MORE →

¹ IDC, Lumen Vo
² IDC, U.S. Enter

Reduce complexity to deliver meaningful collaboration

Business and IT leaders are constantly challenged to lower costs while boosting growth, enhancing customer experience and elevating their brand to remain competitive. When it comes to your communications strategy, a transformation of this scale requires careful planning and execution with an experienced service provider.





Deliver workforce efficiency, a better customer experience and higher revenues



Lumen® Solutions for Contact Center: Optimize customer interactions and drive greater efficiency for contact centers of all sizes with a powerful combination of services and features, including:

- Contact center applications
- Premises-based offerings
- Robust cloud platforms
- Expert team of contact center consultants

Lumen Solutions for Zoom: Staying in touch with customers and employees is a critical part of business growth. Empower your team to connect and collaborate with Zoom’s video-first solution, supported by our secure, IP-centric network and extensive UC&C experience.

Lumen® Cloud Communications: Efficiently pair your communication and collaboration needs on a single platform to maximize your productivity and customer experience. Advanced calling features from a network you can trust provides a reliable, secure user experience, while keeping customers and employees connected with collaboration tools and resources.

Lumen Solutions for Microsoft Teams: Easily drive innovation by keeping team members seamlessly engaged with customers, partners and each other virtually anywhere, anytime. Your team will receive the benefit of Microsoft Teams as a cloud service offering with the comfort of handing off the complexity of configuring and maintaining the telephony and support to our experienced technical team.

Lumen Solutions for Webex: Empower your team virtually anywhere, anytime with Cisco’s open collaboration platform—supported by our secure and reliable network, hosting and communications architecture.

Lumen® Enablement Services for UC&C: Unified communications and collaboration solutions are vital for your company’s growth. Regardless of location or technological capabilities, Lumen can assist with adoption, SIP-connected audio, and customer premises infrastructure consulting as well as our managed UC&C services—all with one solution.

Challenge
Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.



CIO



CTO or Network Architect Leader



Service Procurement Leader



Reduce complexity to deliver meaningful collaboration

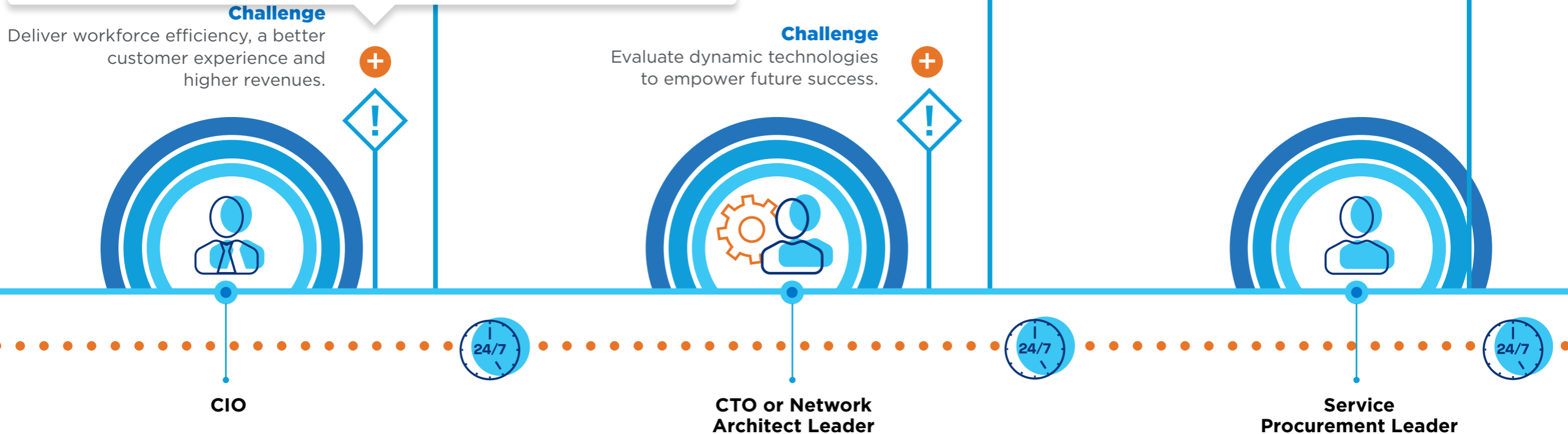
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Minimize your TCO and reinvest capital



Next-Generation Voice: Help free up resources to invest elsewhere in your organization with a single contract, global calling resource sharing, flexible invoicing, currency support and end-to-end SLA. Lumen delivers high-performance SIP voice services and all-in-one cloud calling, messaging and customer support.



Reduce complexity to meaningful collaboration

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Challenge

Lower your TCO and reinvest capital in technology and people.

Challenge

Deliver workforce efficiency, a better customer experience and higher revenues.

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Lumen® Voice Complete®: Our technology-agnostic telephony solution is certified to support your choice of existing on-premises gear and leading UC&C applications—without fear of forklifting.



Evaluate dynamic technologies to empower future success



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Challenge

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Select technology that supports a mobile workforce and a geographically diverse business

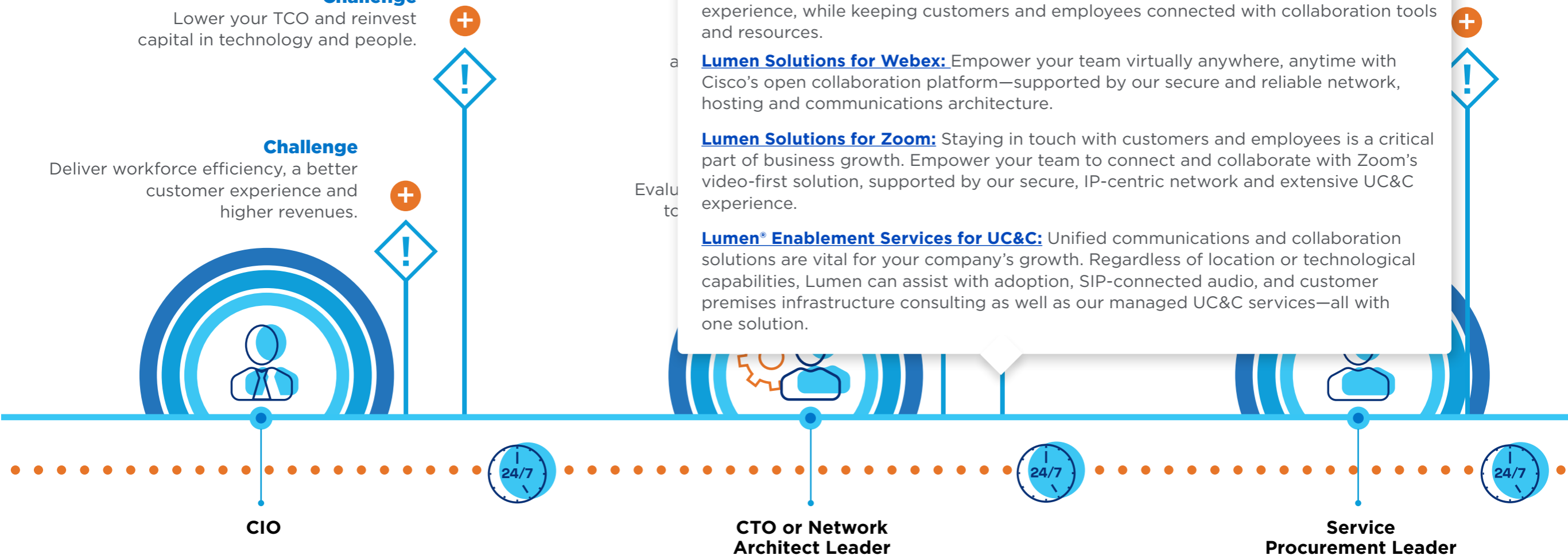
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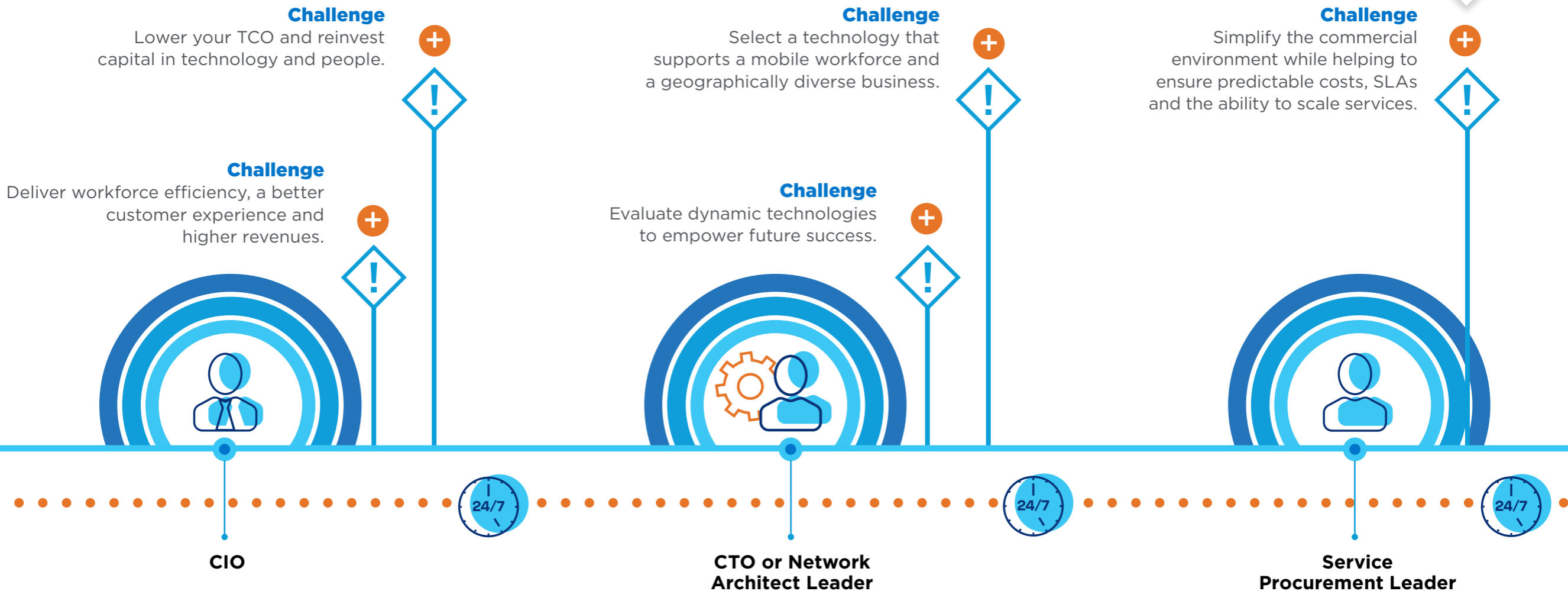


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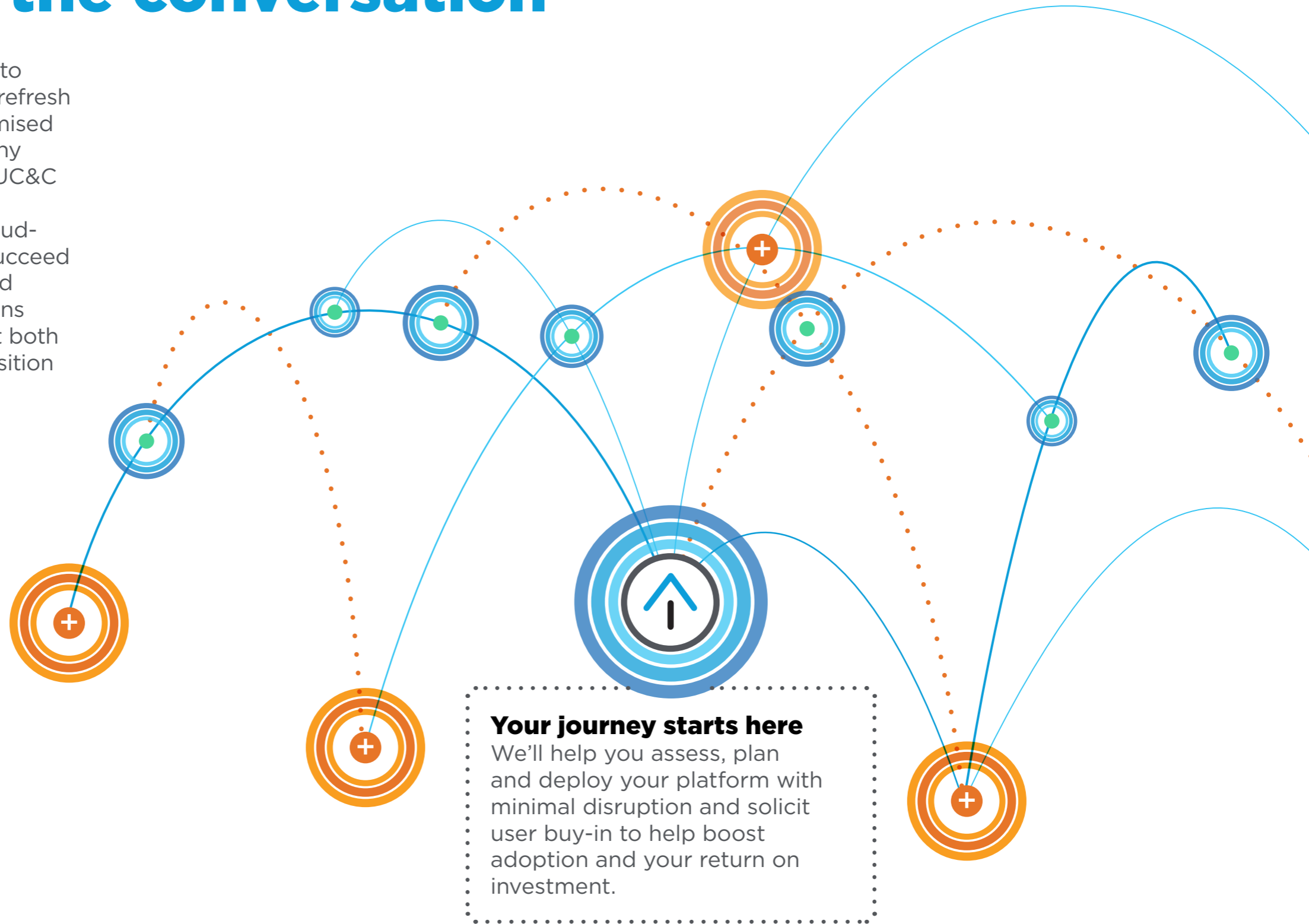
 **Consolidate and simplify the commercial environment** 

Lumen® Voice Complete®: Simplify your contract, pricing plans, unified SLAs and features regardless of geography—while achieving cost predictability.



Change the conversation

As business leaders try to escape the technology refresh cycles and achieve promised economies of scale, many are turning to a hybrid UC&C model—relying on both premises-based and cloud-accessed services. To succeed with this setup, you need a flexible communications design that can support both approaches as you transition to your ideal solution.

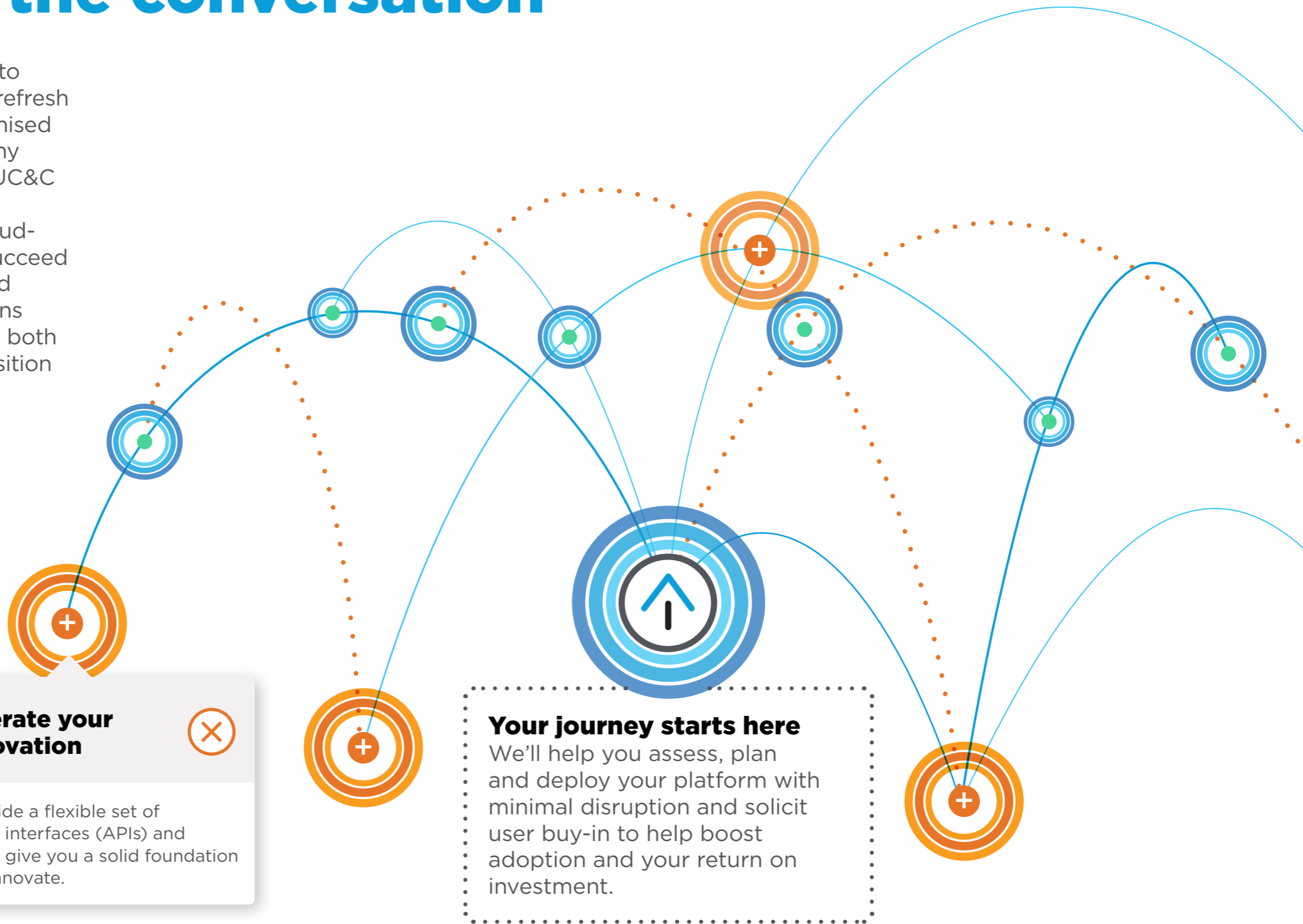



Your journey starts here

We'll help you assess, plan and deploy your platform with minimal disruption and solicit user buy-in to help boost adoption and your return on investment.


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Accelerate your innovation



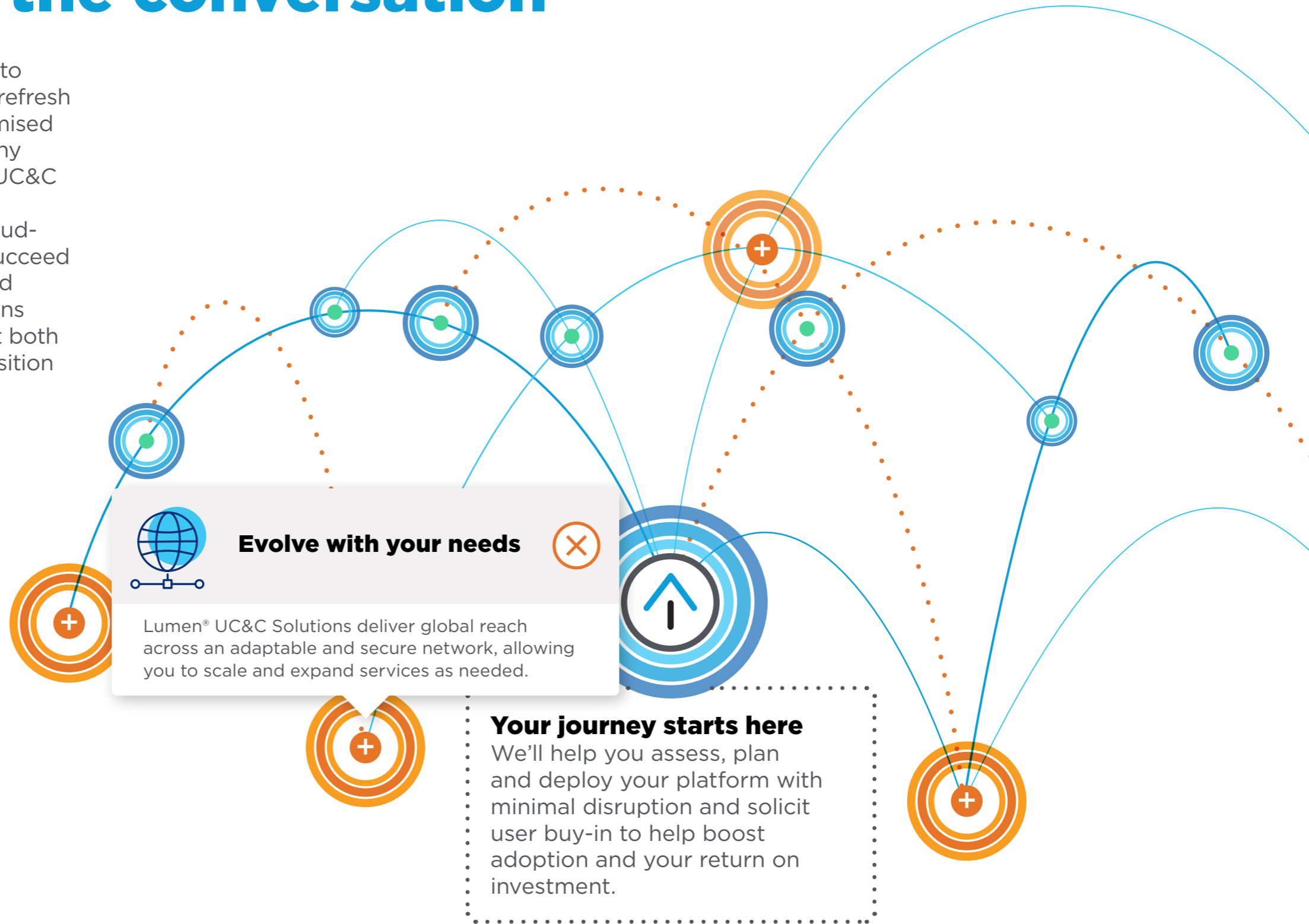
Our UC&C solutions provide a flexible set of application programming interfaces (APIs) and integration capabilities to give you a solid foundation and a path to build and innovate.

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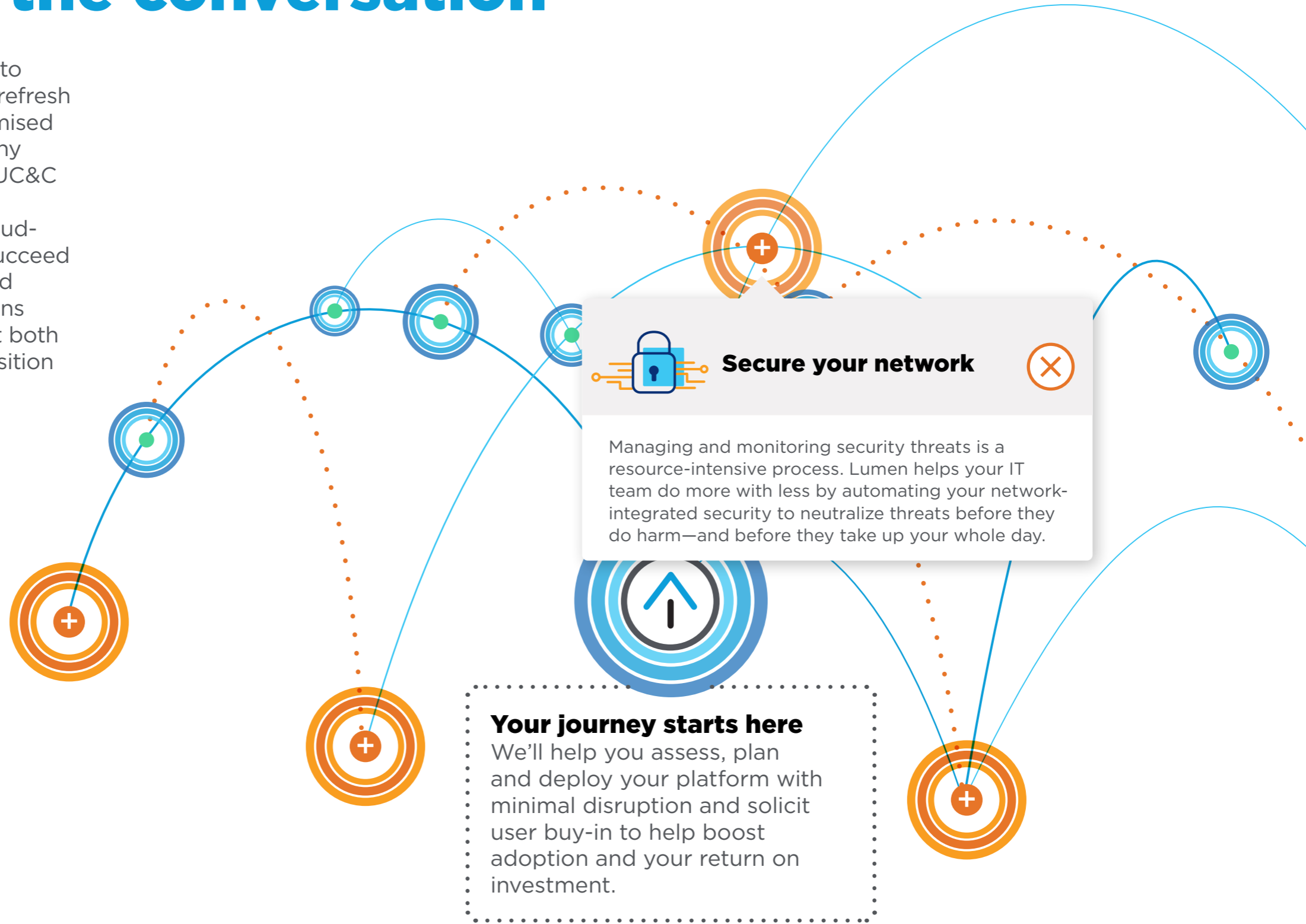
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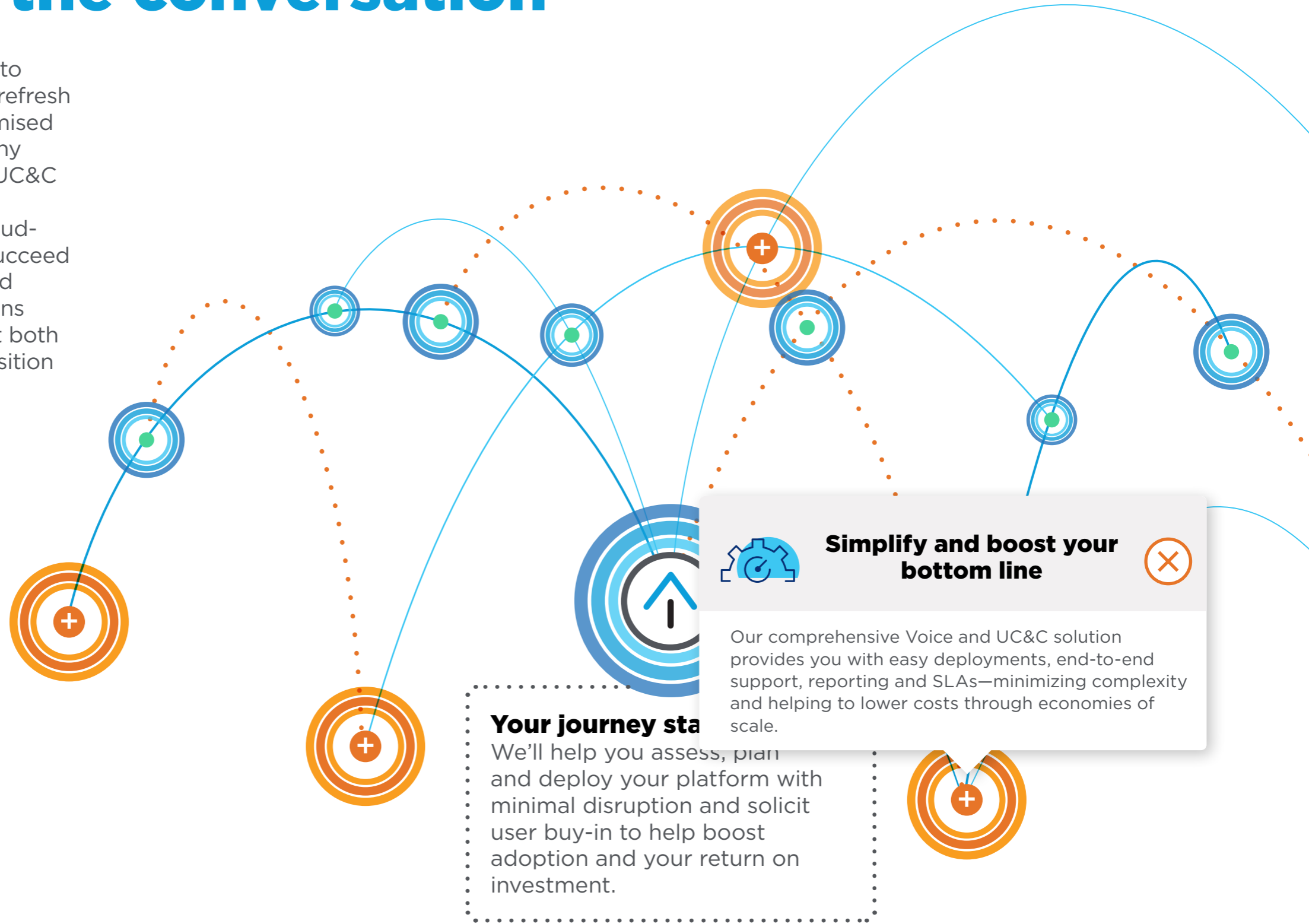
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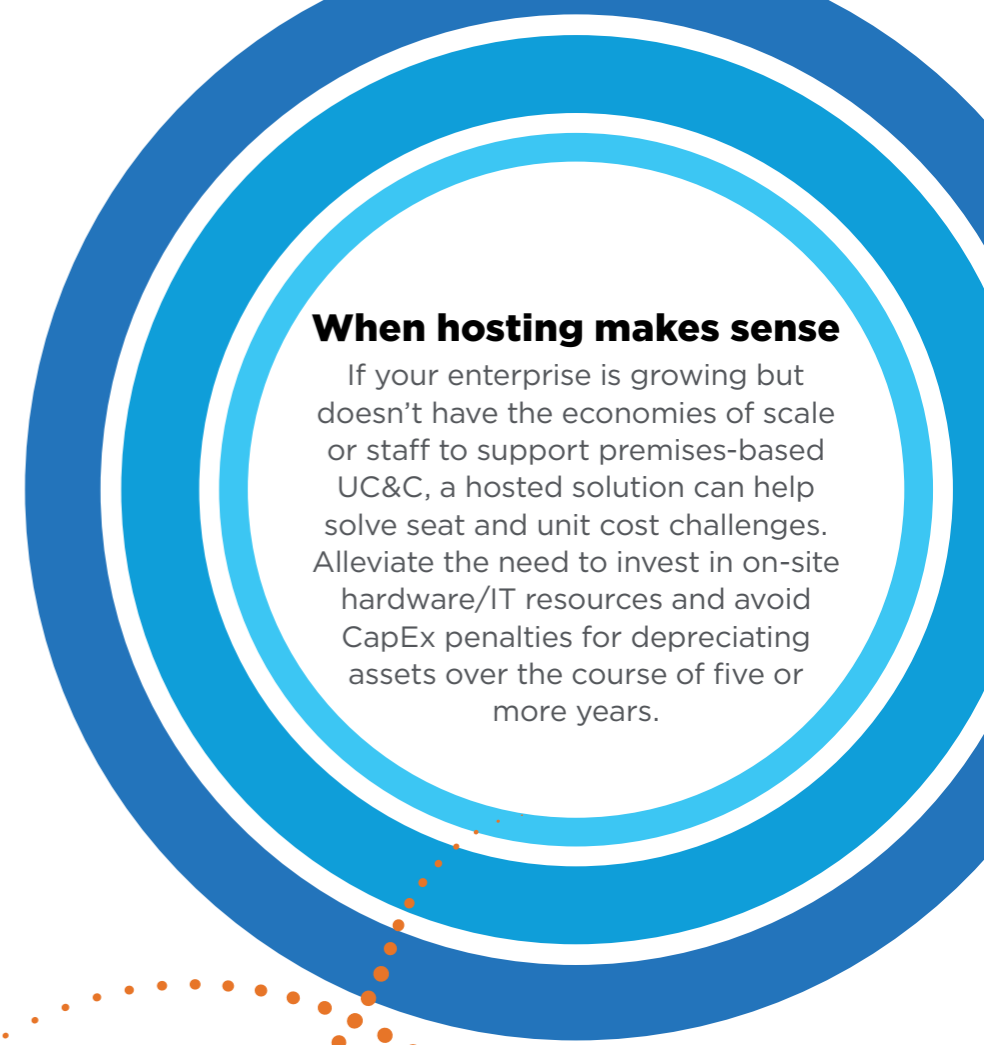


Key considerations for transforming your workplace environment

The transition to a full or hybrid UC&C model is an exciting opportunity—with a few potential pitfalls along the way.

Corporate buy-in is key

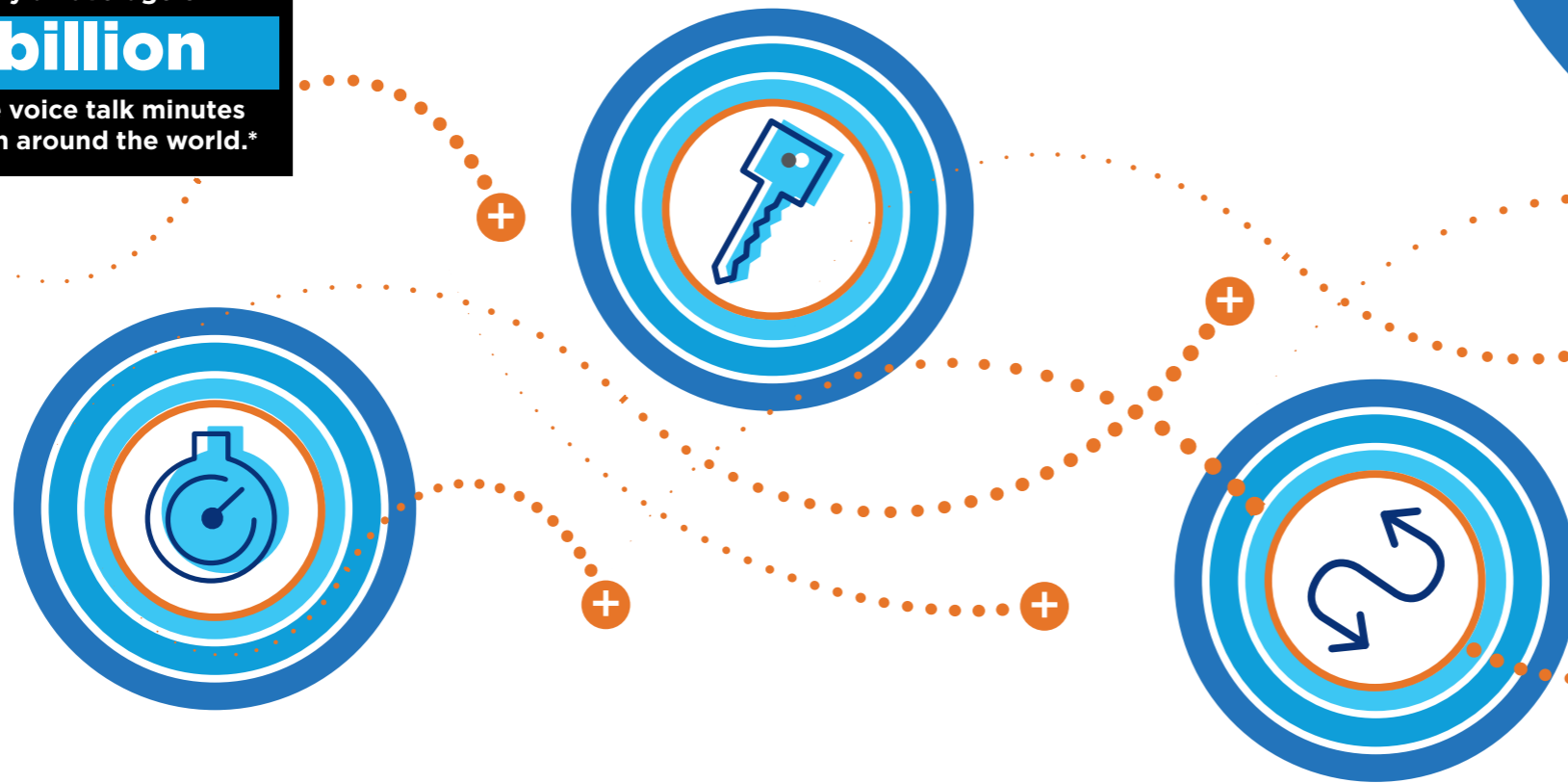
Transforming the way employees work on a daily basis is a big change. To make it easier, identify “super users” in each department who will act as ambassadors of UC&C, assist with adoption expectations, support team members and help if unexpected issues come up.



When hosting makes sense

If your enterprise is growing but doesn't have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. Alleviate the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.

We carry an average of
15 billion
enterprise voice talk minutes
each month around the world.*



Our global UC&C solutions are seamlessly integrated for ubiquitous conferencing in
118 countries
with on-demand access.

Substantiate ROI

Prove the value of UC&C by measuring user experience with tools that show insightful and successful customer outcomes; create lean, fast and efficient departments and optimize throughput by minimizing the sales cycle.

Flexible training

Functional teams will encounter different user experiences. Make training flexible enough to provide everyone the support they need.

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2021 - February 2022.

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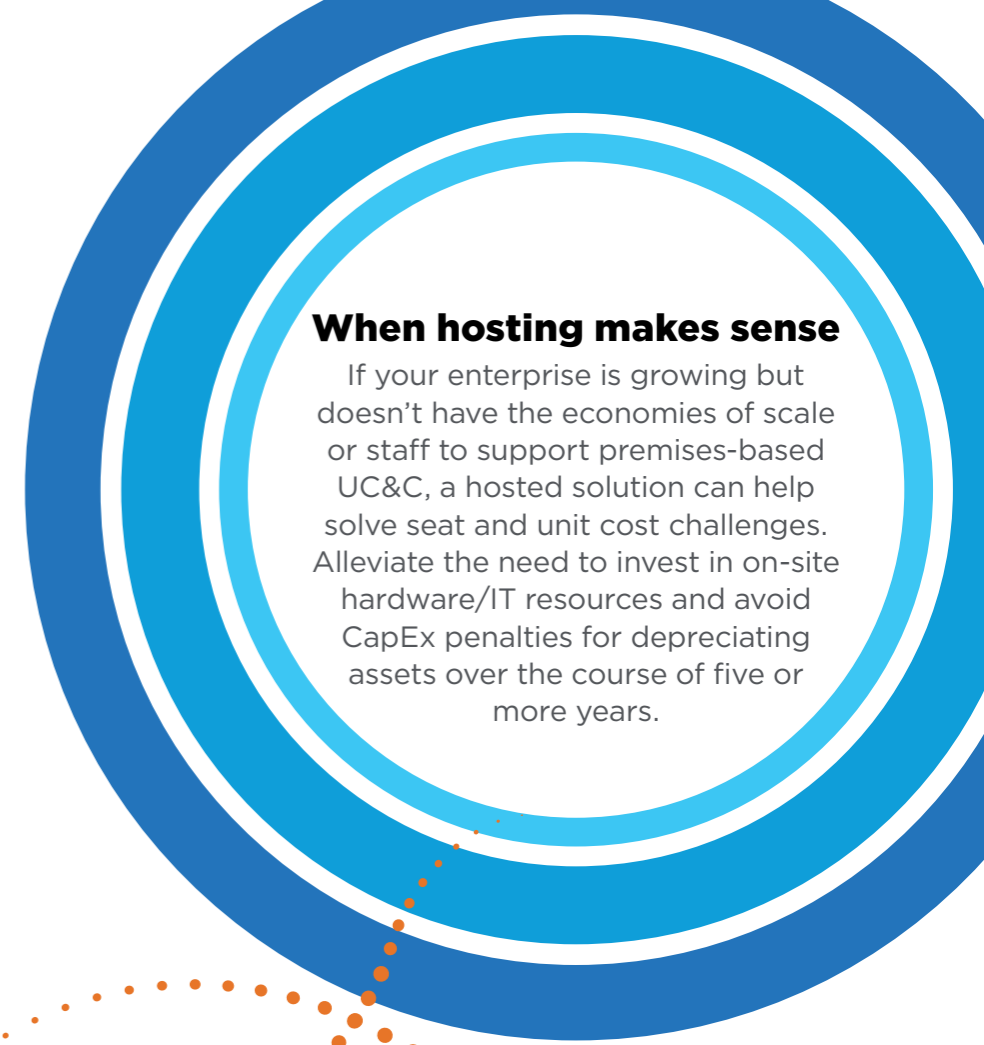
Potential pitfall: Limiting your options

While UC&C often includes moving to a single normalized platform, consider using a provider who partners with best-in-class vendors. That way you're not limited to a single platform and you won't miss out on new capabilities.



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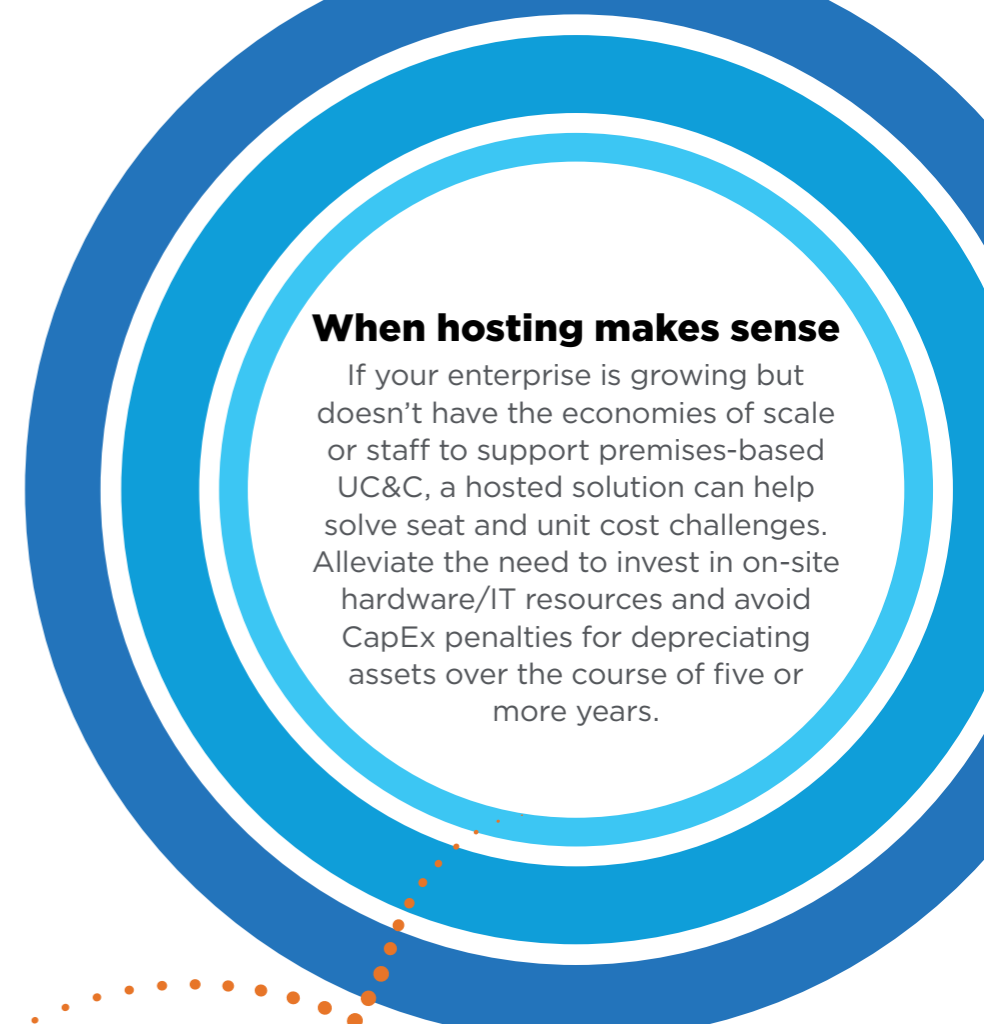
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Potential pitfall: Separate myth from reality

When a call fails, perception is that the platform isn't stable. UC&C analytics dashboards provide clear feedback on what occurred and can help dispel concerns about network congestion and other issues. Your “super users” can also help squash any inaccurate rumors.

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Corporate buy-in is key

Transforming is a big change in each department. UC&C, as a whole, affects all members



Potential pitfall: An unstable platform threatens user experience



Lumen employs a range of solutions designed to boost reliability and create amazing customer experiences, including network diversity, routing failover, dual provisioning, SIP trunking load balancing, 24/7 network monitoring alerts and proactive notifications.

When hosting makes sense

If your enterprise is growing but doesn't have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. It alleviates the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.



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Potential pitfall: The transition goes too fast

With UC&C, you no longer need to wait for hardware and firmware releases to access new capabilities, instead you can use APIs. But this can create disruption. Lumen has experience transitioning businesses of all sizes—smoothly and at their own pace.

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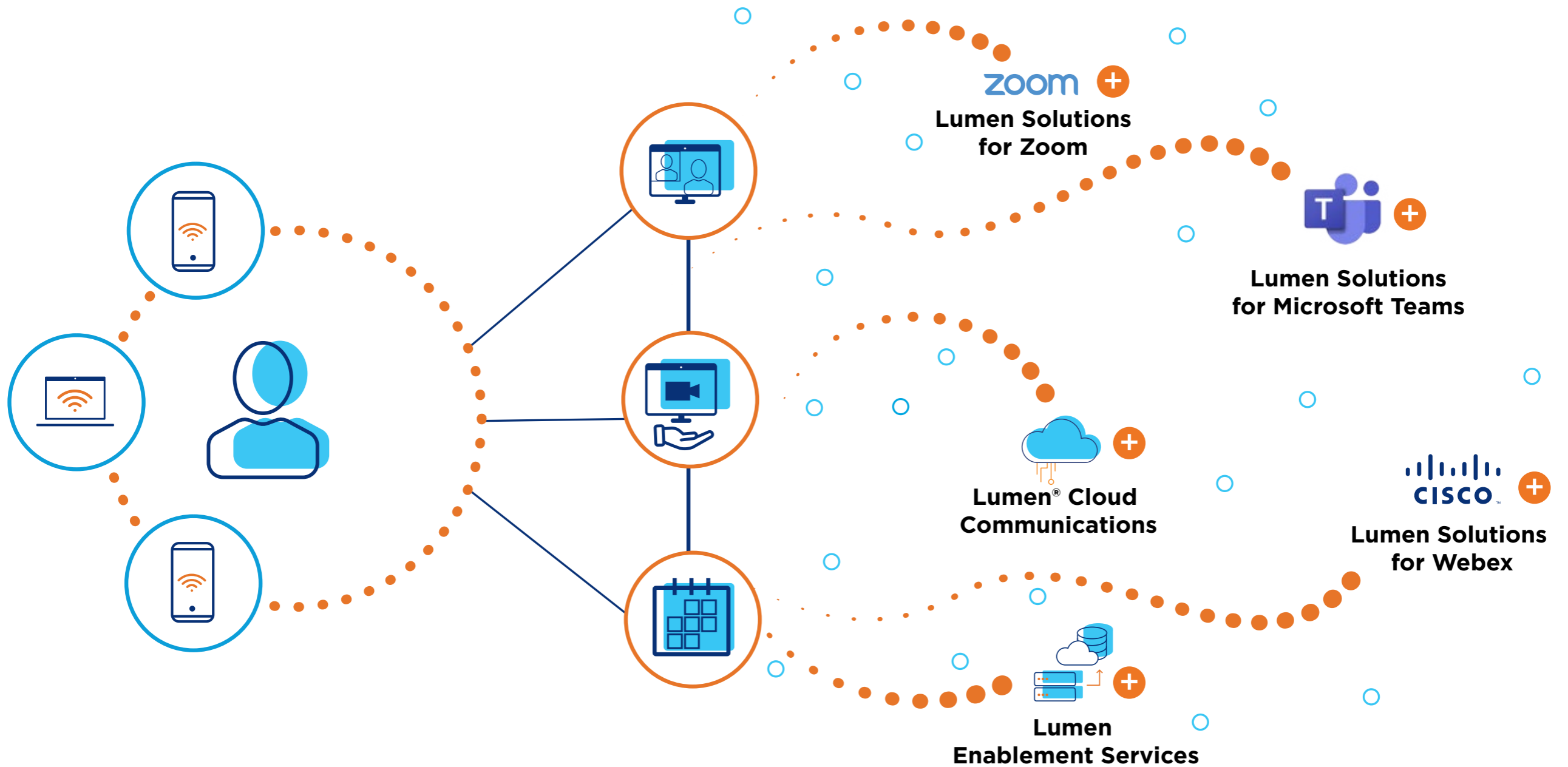
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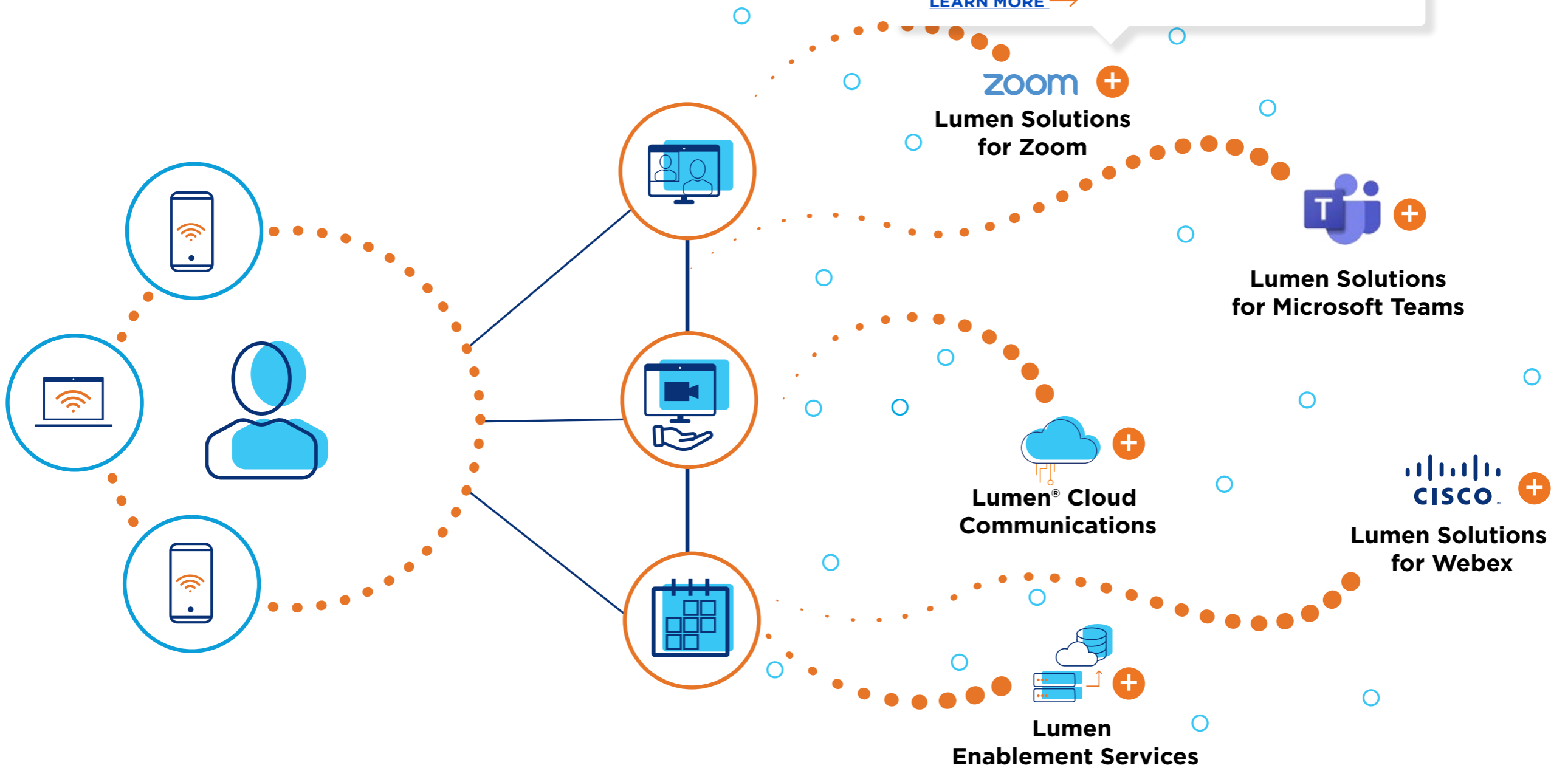
The Lumen UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.



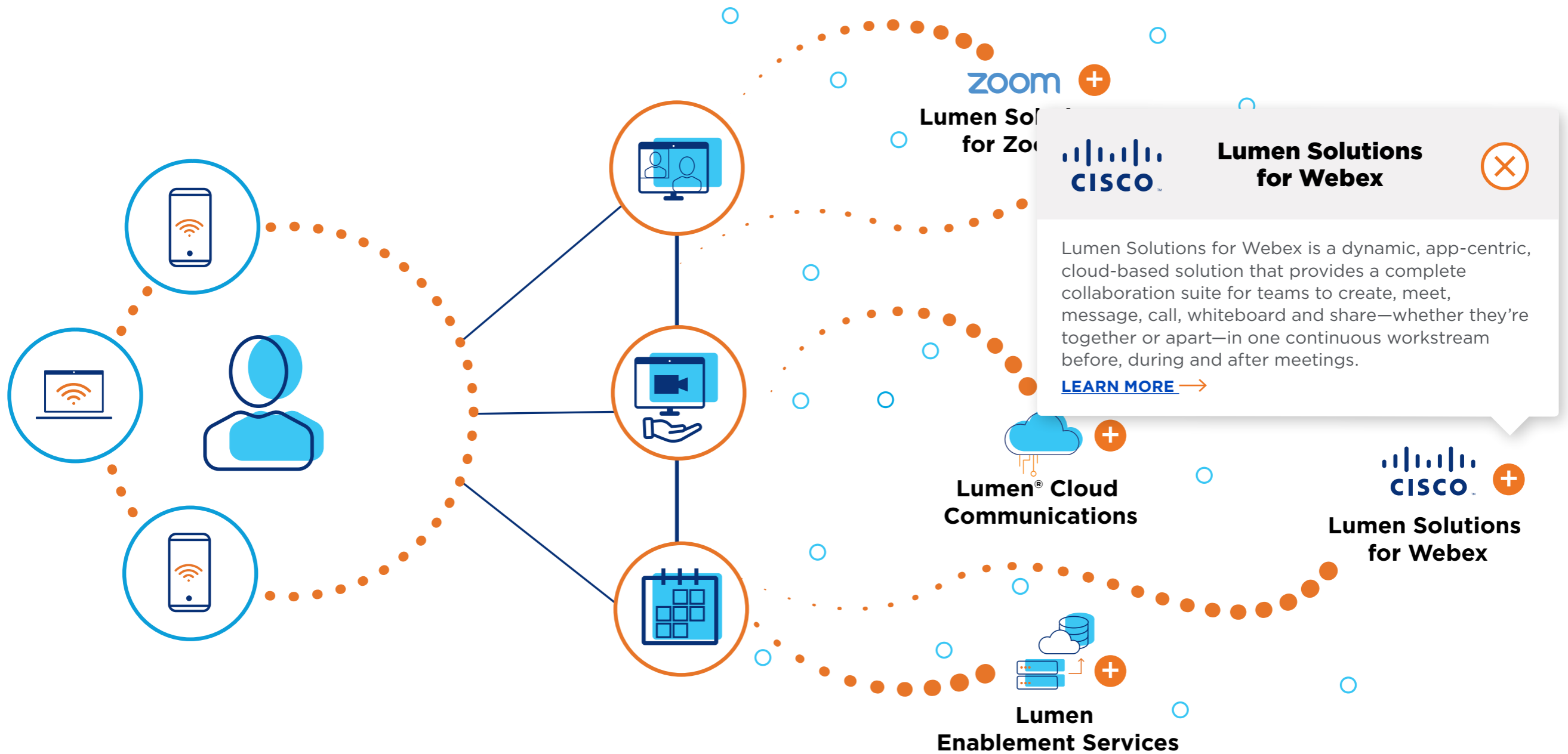
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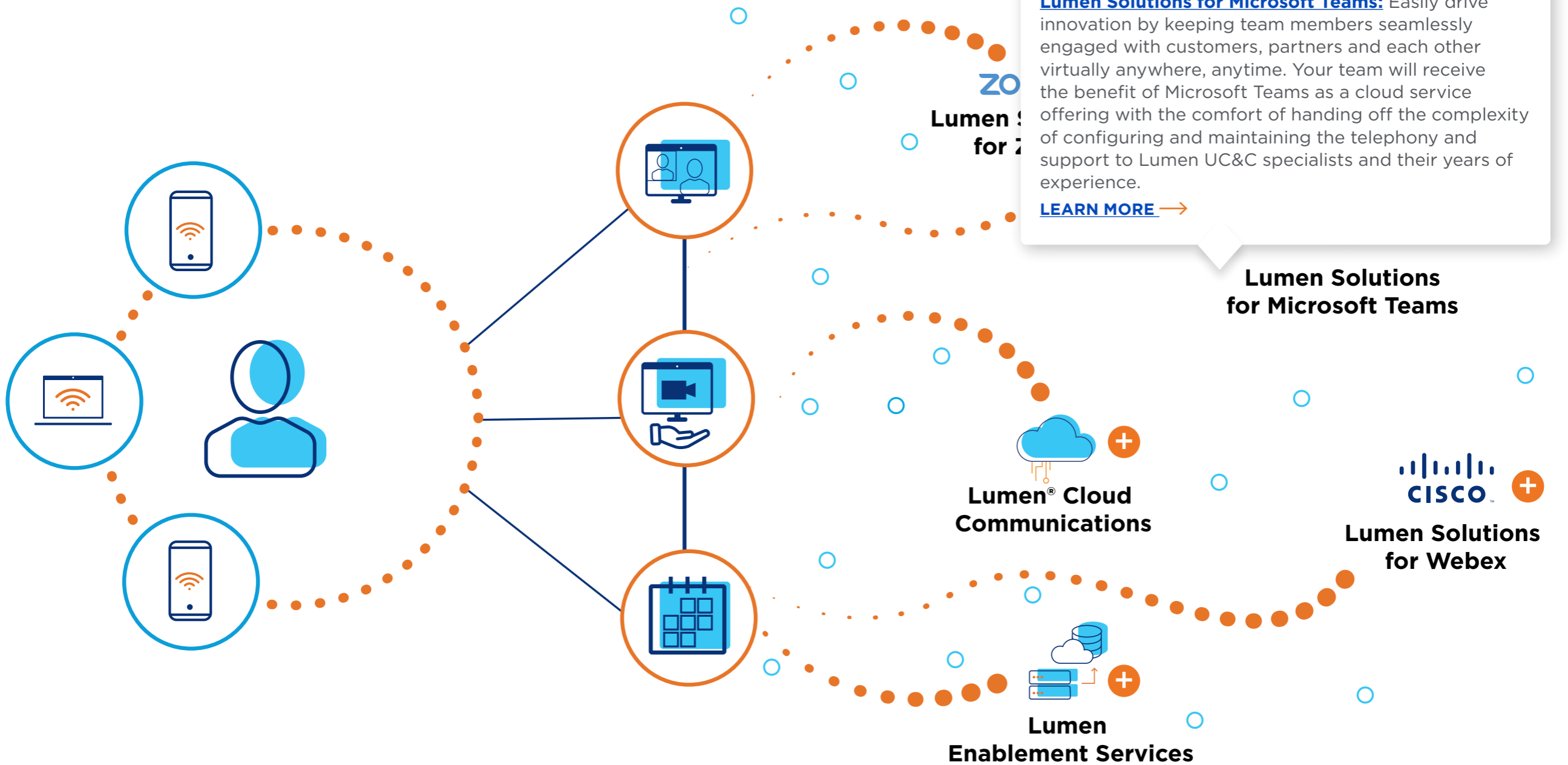
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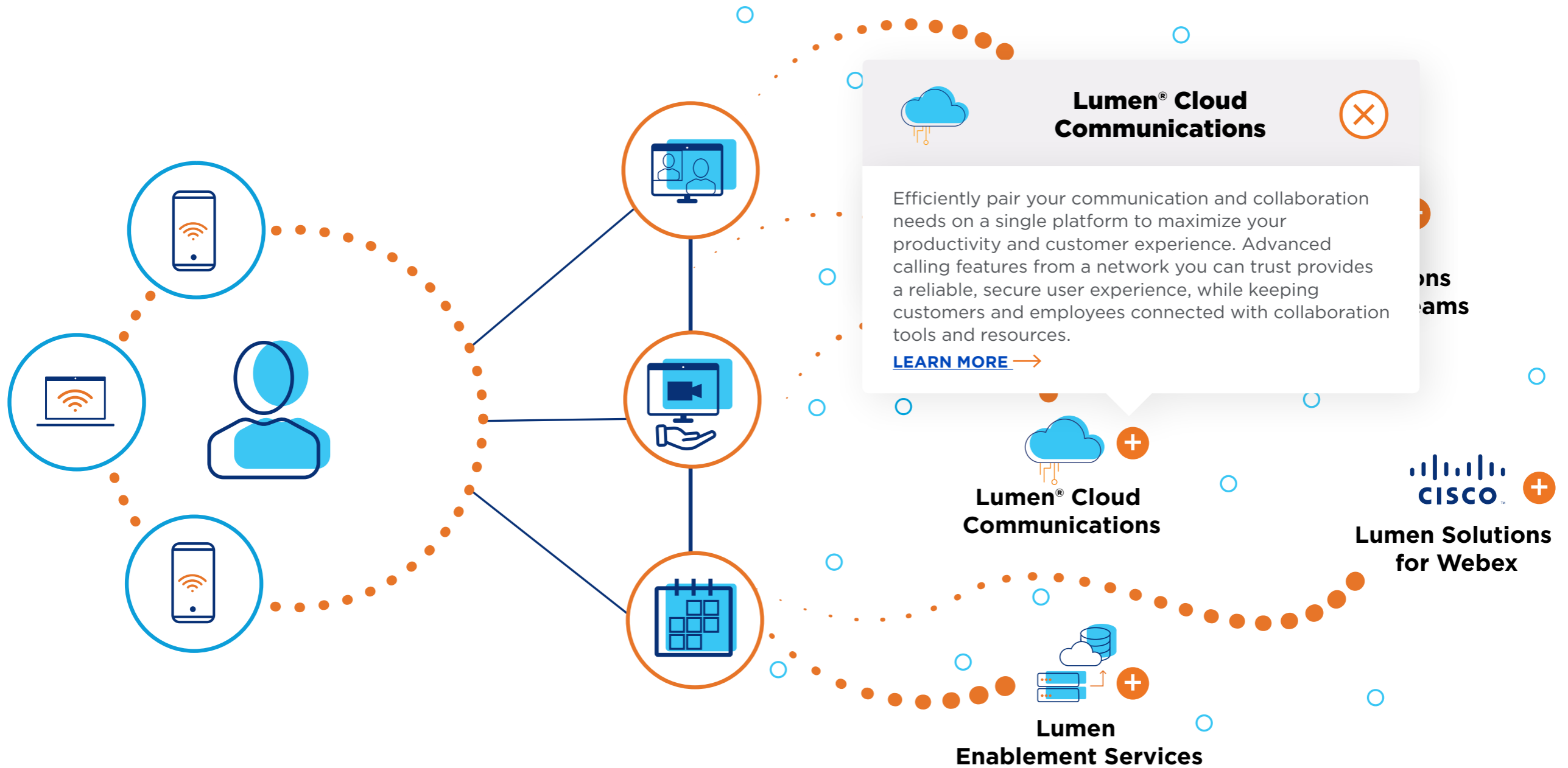
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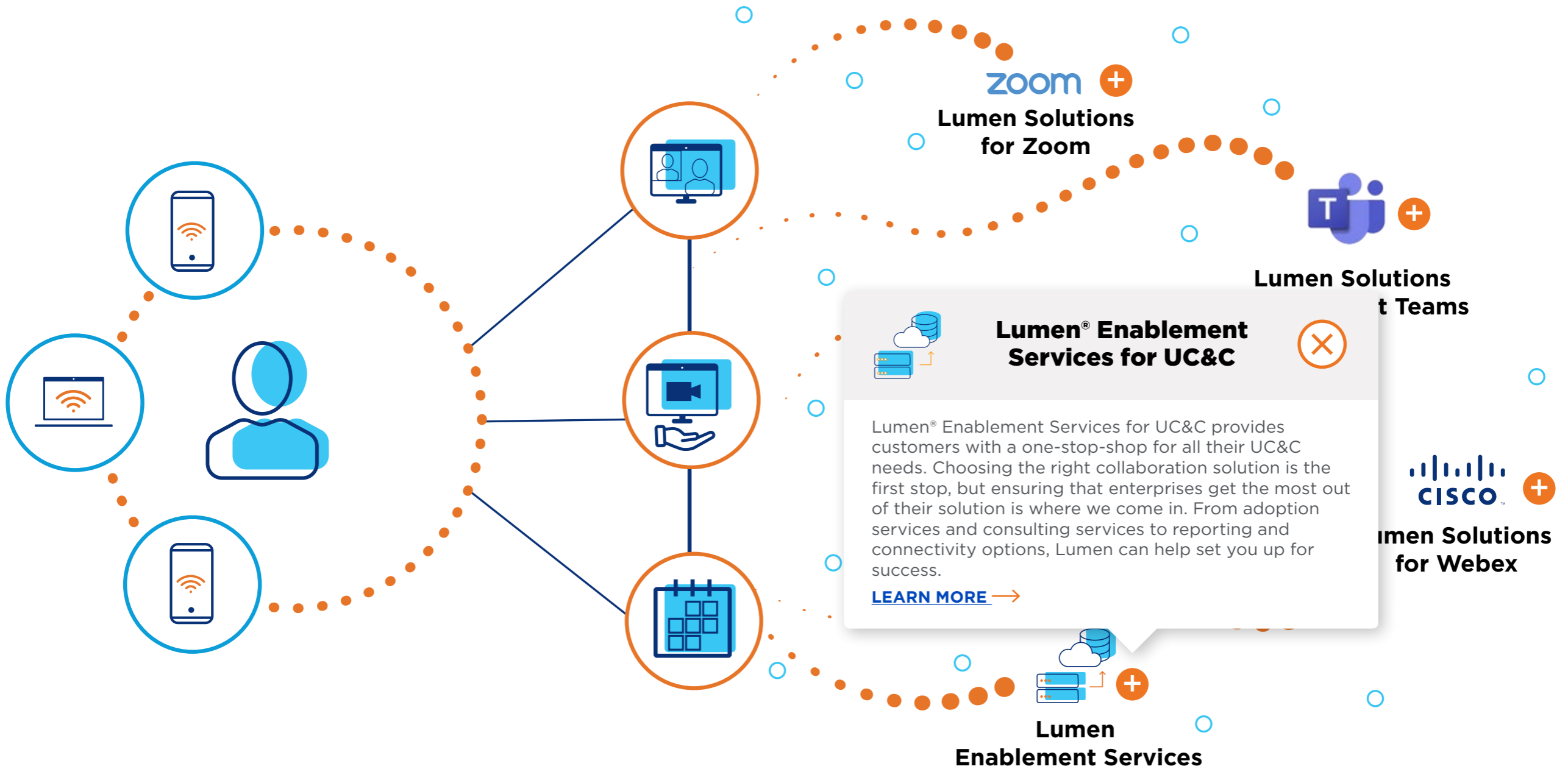
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Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably enhance customer experience.

Your contact center in action

Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.



Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably enhance customer experience.

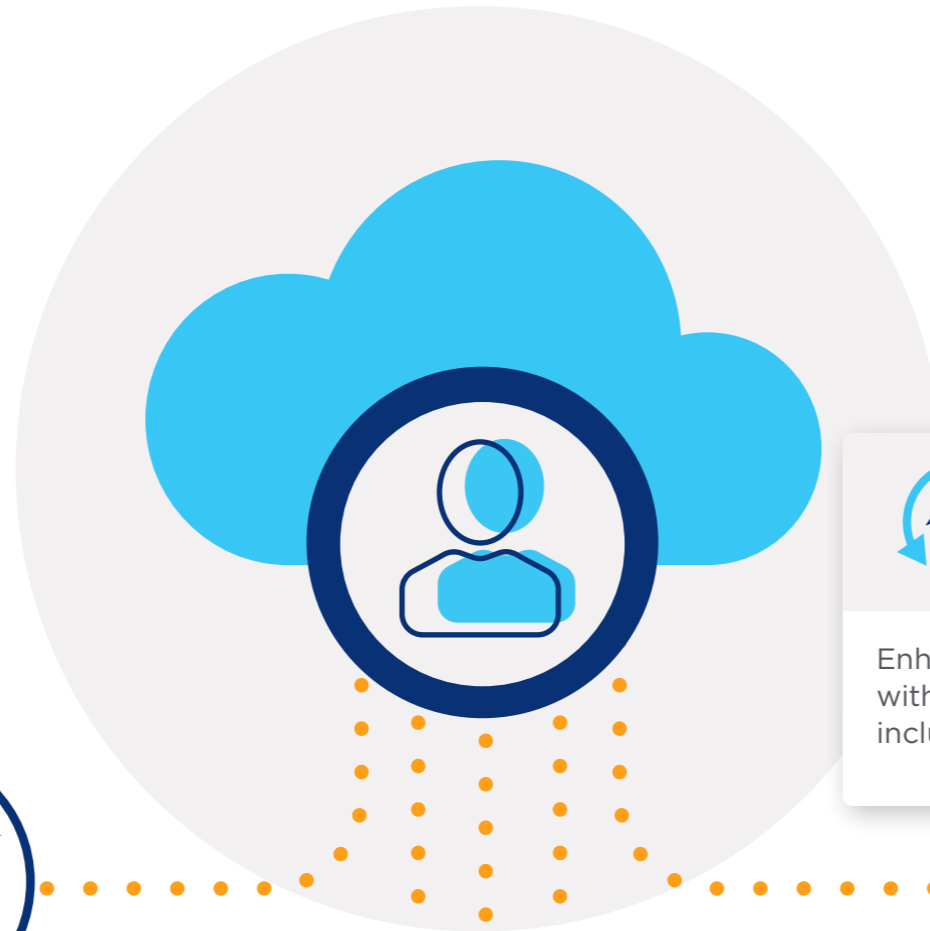
Your contact center in action

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Cloud-based applications



Enhance customer interactions while minimizing costs with our easy-to-manage cloud-based applications, including a fully hosted ACD/IVR/omnichannel platform.

Voice Clarity Measurement and Enhancement (VCME)



Customer experience analytics



Security



Expert consultants



Cloud-based applications



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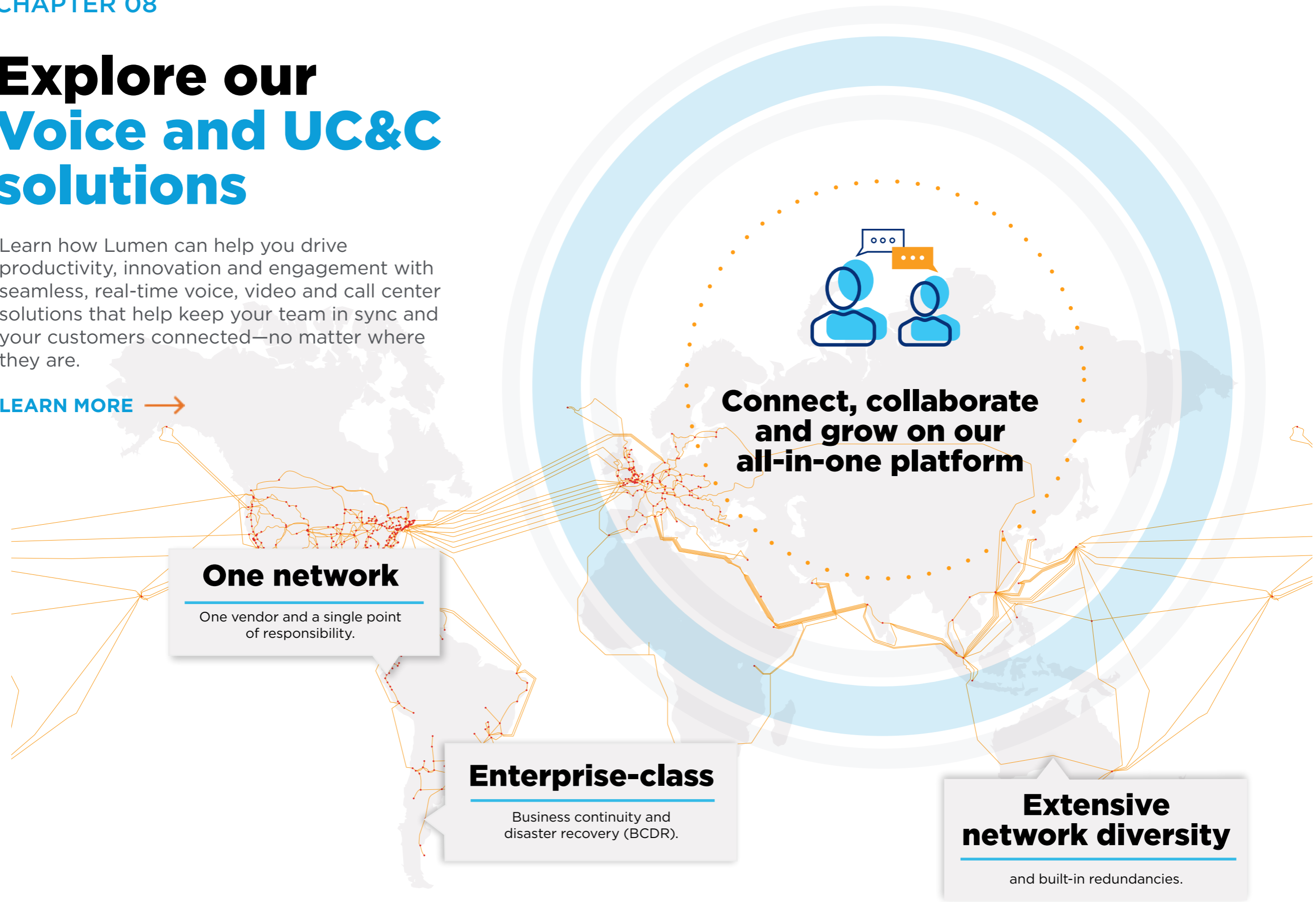
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Explore our Voice and UC&C solutions

Learn how Lumen can help you drive productivity, innovation and engagement with seamless, real-time voice, video and call center solutions that help keep your team in sync and your customers connected—no matter where they are.

[LEARN MORE](#) →



**Connect, collaborate
and grow on our
all-in-one platform**

One network

One vendor and a single point of responsibility.

Enterprise-class

Business continuity and disaster recovery (BCDR).

Extensive network diversity

and built-in redundancies.

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