Transform your enterprise communications
Lumen Voice and UC&C solutions
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CHAPTER 01

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landscape is fractured: workforces are mobile and dispersed, IT teams struggle to manage more interconnected devices, outdated equipment and disparate provider networks don’t interoperate and real-time communications are evolving to applications delivered rapidly across IP-based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.
Take control of your new workplace environment

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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.

- **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
- **70%** of organizations using a cloud-based UC&C solution intend to use SIP Trunking for their connectivity.¹
- **72%** of organizations using cloud-based UC&C report improved quality of customer engagement.¹
- **59%** of organizations using a cloud-based UC&C solution are extremely interested in working with a managed services provider.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

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

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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CHAPTER 02

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

Provide reliability and redundancy

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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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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
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.

Challenge
Lower your TCO and reinvest capital in technology and people.

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

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

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

Challenge
Evaluate dynamic technologies to empower future success.

CTO or Network Architect Leader
24/7

Service Procurement Leader
24/7

CIO
24/7
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**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.
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.

**Challenge**
- Evaluate dynamic technologies to empower future success.
- Select a technology that supports a mobile workforce and a geographically diverse business.
- Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.
- Deliver workforce efficiency, a better customer experience and higher revenues.

**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.

**Challenge**
- Deliver workforce efficiency, a better customer experience and higher revenues.
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**CTO or Network Architect Leader**

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

**Service Procurement Leader**

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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.

**Challenge**

Evaluate dynamic technologies to empower future success.

Evaluate dynamic technologies to empower future success

**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.

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**Lumen® Voice Complete®**: Simplify your contract, pricing plans, unified SLAs and features regardless of geography—while achieving cost predictability.
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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Lumen UC&C Solutions deliver global reach across an adaptable and secure network, allowing you to scale and expand services as needed.

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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.
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.

Secure your network
Managing and monitoring security threats is a resource-intensive process. Lumen helps your IT team do more with less by automating your network-integrated security to neutralize threats before they do harm—and before they take up your whole day.

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Change the conversation

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Simplify and boost your bottom line

Our comprehensive Voice and UC&C solution provides you with easy deployments, end-to-end support, reporting and SLAs—minimizing complexity and helping to lower costs through economies of scale.

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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.

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.

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.

CHAPTER 05

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2021 - February 2022.
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. Substantiate ROI by proving the value of UC&C through user experience measurement and creating lean, fast and efficient departments. Flexible training is also crucial, as functional teams can encounter different user experiences, requiring training that is flexible enough to provide everyone the support they need.

Corporate buy-in is key

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.

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.

Flexible training

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

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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.

**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.

**Substantiate ROI**
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Transform is a big change for everyone in each department. Identify “super users” in each UC&C, as well as core team members to act as ambassadors of UC&C, assist with adoption expectations, support team members and help if unexpected issues come up.

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.

Flexible training

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Substantiate ROI

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

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.

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 deprecating assets over the course of five or more years.

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The Lumen UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.
The Lumen UC&C portfolio

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

Lumen Solutions for Zoom combines Zoom's video-first unified communications platform along with a secure, IP-centric network and years of UC&C experience from Lumen to deliver a best-in-class application in a secure, confident and efficient way. LEARN MORE
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LEARN MORE
The Lumen UC&C portfolio

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

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.

LEARN MORE
The Lumen UC&C portfolio

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

Lumen® Enablement Services for UC&C provides customers with a one-stop-shop for all their UC&C needs. Choosing the right collaboration solution is the first stop, but ensuring that enterprises get the most out of their solution is where we come in. From adoption services and consulting services to reporting and connectivity options, Lumen can help set you up for success.

LEARN MORE
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.

Voice Clarity Measurement and Enhancement (VCME)
Customer experience analytics
Security
Expert consultants
Cloud-based applications
Evolve your contact center and create amazing customer experiences

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Voice Clarity Measurement and Enhancement (VCME)

Lumen Solutions for Contact Center helps deliver an improved customer experience through call quality enhancement tools and prosodic scoring.

Cloud-based applications
Expert consultants
Security
Customer experience analytics
Evolve your contact center and create amazing customer experiences

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

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

Our cloud-based reporting solution aggregates agent-based scoring of interactions, which business leaders can use to drive best practices. Customer experience analytics include real-time notifications for agent advising and provide an objective measurement of customer satisfaction.

Cloud-based applications
Expert consultants
Security

Customer experience analytics
Voice Clarity
Measurement and Enhancement

CHAPTER 07
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Your contact center in action
Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

Our seasoned contact center consultants help you develop and improve your contact center—including, capturing the current state, documenting and prioritizing your business and technology requirements and developing future state views with ROI and an actionable roadmap.
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- Voice Clarity Measurement and Enhancement (VCME)
- Customer experience analytics
- Expert consultants
- Security
- Cloud-based applications

Real-time authentication and fraud prevention: Allows contact centers to detect threats during the ring cycle and helps protect sensitive customer information.

PCI/HIPAA annual audits: Third-party assessors validate compliance with controls applicable to Lumen services that are designed to protect sensitive customer information.
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.

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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