

LumenSM EngageTM

Integrated cloud communications for powerful collaboration.

Give your employees the power to connect in real time, virtually anywhere on any device to drive improved innovation, customer service and business results. Lumen EngageTM is an easy-to-use cloud solution for business calling, collaboration and call center support, no matter where, when or how you do business.

Easy, on-the-go connectivity

Keep your staff and sales force effective and responsive to customers while traveling, using apps on their own tablets and smartphones with 24/7 training tools, online support and CRM tools.

Complete customization and flexibility

Mix and match calling, collaboration and call center features in three simple packages to power your brand and business. Monthly, one, two and three-year plans are available. Use the soft phone app on PCs, tablets and smartphones. IP desk phones are optional and available, or bring your own compatible phone.

Simplify and save

Save on overhead by consolidating networking, management and reporting into a single provider with predictable pricing options, no software licensing fees, no investment in on-premise equipment and simple billing.

Dependable performance

Lumen Engage is built on leading technology. It is available using your internet, but optimized for performance when bought with Lumen Internet connectivity. Our global IP network was designed to support real-time cloud applications and deliver crystal clear call clarity.

Powerful customer engagement

Affordable call center and CRM capabilities keep you seamlessly connected to your customers and help drive revenue growth.

Midsized businesses that measured results from moving workplace voice and collaboration to the cloud saw a 66% gain in efficiency and a 24% increase in revenue.¹

Calling, Team and Call Center package features

Included features	Calling	Team	Call Center Agent	Call Center Supervisor
New telephone number or keep current number	•	•	•	•
Unlimited local calling	•	•	•	•
Unlimited domestic long distance calling	•	•	•	•
Nearly 60 standard calling features	•	•	•	•
Use desktop phone or download app to access features on smartphone, PC or tablet	•	•	•	•

Included features	Calling	Team	Call Center Agent	Call Center Supervisor
Call management and phone system administration portals	•	•	•	•
Mobility (business presence on smartphone)	•	•	•	•
Auto attendant	•	•	•	•
Voice mail and visual voice mail	•	•	•	•
Audio and video conferencing (up to 15)		•	•	•
Instant messaging		•	•	•
Team work space/file sharing		•	•	•
Multi-location call center agents			•	•
Real time call center agent and queue management and reporting				•
24/7/365 training and support portal with rich video and online training tools	•	•	•	•
Quote, order and activate online or sales assistance is available	•	•	•	•
Supports 1 to 500+ users	•	•	•	•
No more investment in upgraded PBXs, gateways or other premises equipment	•	•	•	•
No software licensing fees	•	•	•	•
Supports calling for Microsoft Skype for Business (Windows)	•	•	•	•
Built on leading cloud technology	•	•	•	•
Fully integrated with Lumen PSTN	•	•	•	•

¹Nemertes, Workplace Collaboration: 2019-20 Research Study—Technology Trends, 2019.

Why Lumen?

Lumen Engage delivers a simple, cost-effective cloud communications solution that makes engaging colleagues, partners and customers inside and outside of your organization seamless and effective virtually anywhere, at any time.

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