

Elevate your cloud contact center solution by partnering with Lumen, the network provider with contact center perspective



Contact centers are changing – moving from on-premises solutions to more **flexible** and **agile** cloud-based models. Factors driving this revolution include:



Work-from-home trends



Voice technology evolution



Fast-growing AI capacity

The growing transition to the cloud allows businesses to monitor customer experience and agent performance from anywhere.

58.8%

of businesses plan to have some agents working remotely¹

44%

of businesses are already using a cloud-based contact center solution²

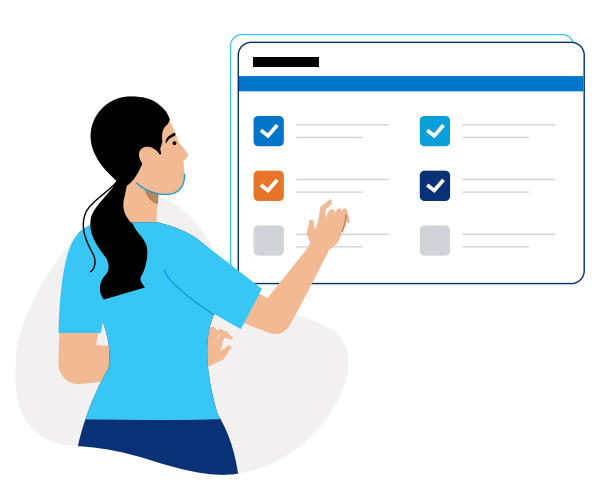
> \$1billion

Estimated growth opportunity of contact centers in five years³

Why buy CCaaS from a service provider?⁴

Many businesses choose a provider that can deliver both the network and the contact center solution, to obtain these key benefits:

- Better network performance and reliability
- Professional services they offer
- Lower costs
- Additional network security capabilities



Ready to migrate to the cloud?

If you're ready to make the move from legacy, capital-intensive contact center services to a cloud-based model, Lumen® Solutions for Contact Center – Genesys Cloud is the answer you've been looking for.



Transform your customer & agent experience

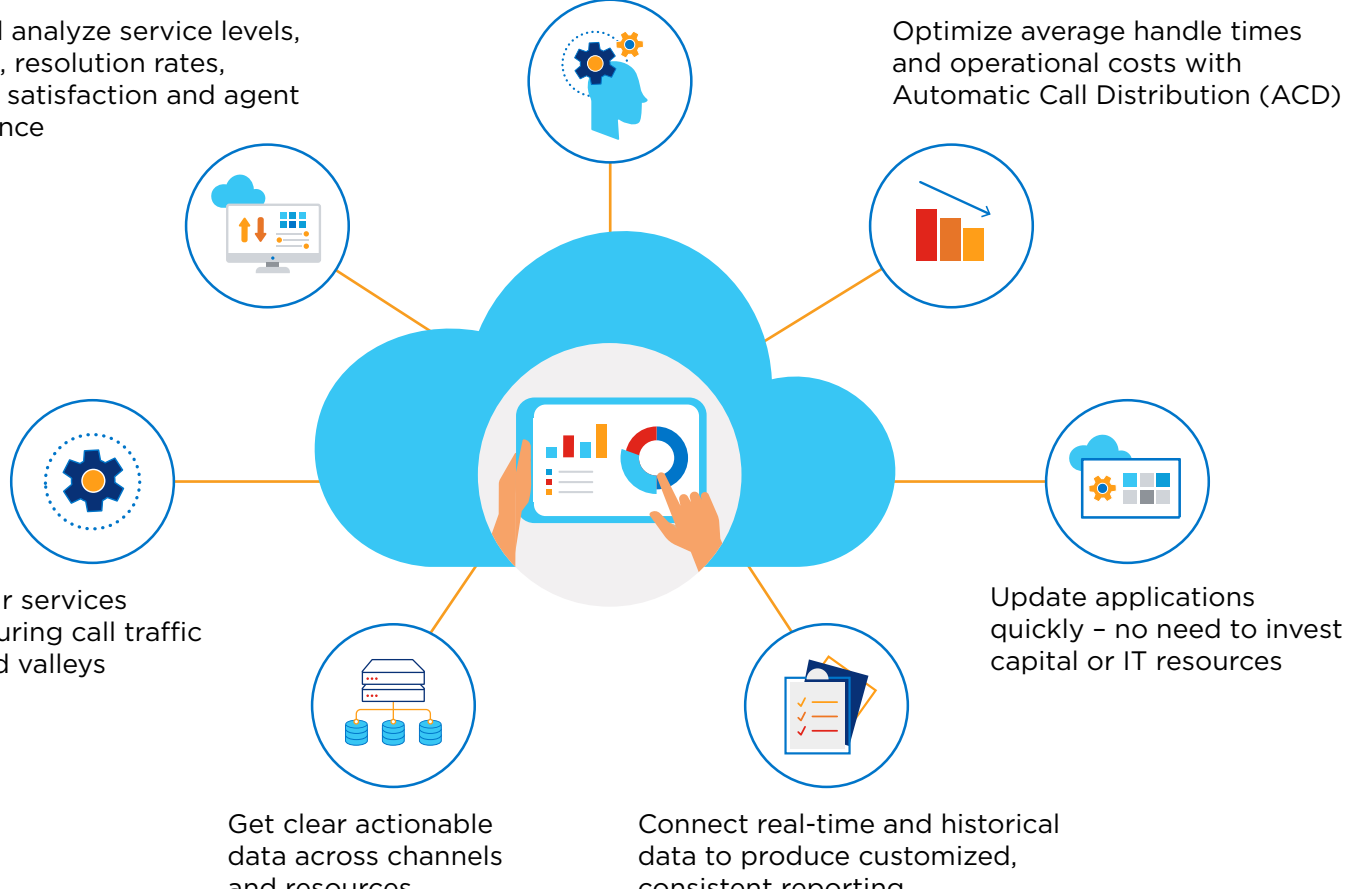
- Meet the needs of a distributed workforce – adapt to the hybrid work trend
- Elevate your agent experiences and help increase job satisfaction
- Give agents personalized real-time data to help improve customer interactions and maximize sales
- Surprise and delight your customers with next-level experiences
- Match customers to qualified agents using personalized inbound routing
- Use next-gen Interactive Voice Response (IVR) designed to detect customer emotion, increase self-service rates and lower average handle times

Manage your business better

Leverage AI to automate interactions and help reduce costs

Track and analyze service levels, call times, resolution rates, customer satisfaction and agent performance

Optimize average handle times and operational costs with Automatic Call Distribution (ACD)



Scale your services quickly during call traffic peaks and valleys

Get clear actionable data across channels and resources

Connect real-time and historical data to produce customized, consistent reporting

Update applications quickly – no need to invest capital or IT resources

Why choose Lumen?

As a service provider network, Lumen delivers cloud contact center solutions designed to help **improve customer experience, empower productivity and increase engagement**. We have the expertise and capability to take your organization on the journey from legacy services to unified communications.



Over 30+ years' contact center success

Sales and engineering experts with a wealth of expertise implementing cloud contact center solutions.



End-to-end services

The breadth of our partnerships means we offer services that span the entire lifecycle. So you can enjoy support every step of the way with a single SLA.



Help with fraud protection and security

We can screen calls before they reach your agents.

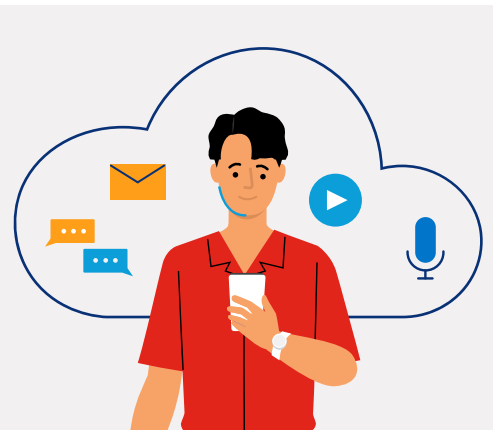


Connectivity

You get the benefits of our global network and 24/7 support.

Ready to move your contact center to the cloud?

Talk to Lumen today.



Source:

1. Metrigy Report - Customer Experience Transformation, May 2022, pg 37 - "What are your plans for your contact center workplace moving forward?"
 2. Frost & Sullivan's report: Analysis of the North American UCaaS Market, Forecast to 2028, pg 30
 3. Frost & Sullivan's report: Analysis of the North American UCaaS Market, Forecast to 2028, pg 65
 4. Metrigy Report - Customer Experience Transformation, May 2022, pg 121 - "What value do you see with using a carrier/service provider?"