



Contact centers are transforming – **moving to agile, cloud-based models powered by AI and designed to deliver seamless, connected customer experiences**



Remote/hybrid-scalable infrastructure



Personalized, real-time support



Fast growing AI Capacity



Voice Technology Evolution

The growing shift to the **cloud and rising demand for AI-driven tools** enable **businesses to monitor customer experience and agent performance from virtually anywhere**

33%

of CX budgets are expected to go to AI-powered technology in the next 12 months.<sup>1</sup>

50%

of Customer service leaders report exploring a customer-facing GenAI chatbot.<sup>2</sup>

63.9B→213.54B

Contact Center Markets is projected to grow from USD 63.90 billion in 2025 to USD 213.54 billion by 2032.<sup>3</sup>

Why buy CCaaS from a network provider?

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

- Robust network performance and reliability
- Professional services they offer
- Cost effectiveness
- Additional network security capabilities
- Simplified Management
- Scalability & Flexibility



Ready to migrate to the cloud

Make the shift to a cloud-first AI contact center with Lumen<sup>®</sup> Solutions for Contact Center - Genesys Cloud. It's the agile, scalable solution designed for today's customer experience demands



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, optimize self-service rates and lower average handle times

Manage & optimize your business

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

Leverage AI to automate interactions and help reduce costs

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



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

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

Get clear actionable data across channels and resources


Why choose Lumen?

As the network provider, Lumen delivers cloud contact center solutions designed to enhance customer experience, boost productivity, and drive engagement. With deep expertise, we guide organizations from legacy systems to modern, unified communications built for the future.



**Over 30+ years' contact center success**

Lumen brings over 30 years of contact center expertise. With more than 25 years of implementing Genesys technologies. We've perfected the deployment of Genesys Cloud and earned recognition as both Public Sector Partner of the Year 2024 and Service Provider Partner of the Year 2023.




**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.



**Help with fraud protection and security**

We can screen calls before they reach your agents.



**Network Performance & Connectivity**

Gain visibility and leverage the strength of our global network along with 24/7 support to help keep your business connected and confident

Sources:  
1) Genesys - The State of Customer Experience Report 2025  
2) Gartner - Top 5 Priorities for Customer Service in 2025  
3) Fortune Business Insights report - Contact Center Software Market 2025

Ready to move your contact center to the cloud?

Lumen is an award-winning network service provider and long-standing Genesys partner. As the network provider, Lumen delivers Cloud Contact Center solutions designed to help improve customer experience, empower productivity, and increase engagement. Simplify management through a single vendor that has 30+ years of contact center success.

Get in touch

lumen.com | 18774538353