Lumen Solutions for Contact Center

Transform Customer Engagement with an AI-Ready Contact Center Solution

Lumen's cloud and hybrid contact center solutions operate on a secure, high-performance network that helps businesses respond quickly to market demands, improve customer engagement, and manage costs effectively. These solutions help reduce the need for significant IT investment, support automation, and maintain service quality. With expert consulting and customer support, Lumen delivers reliable, AI ready contact centers designed to enhance brand perception and foster customer loyalty. The network's built-in reliability, scalability, and security enable consistent performance, rapid deployment, and streamlined operations that drive customer satisfaction.

Keep your business agile and competitive with a comprehensive, cloud-based contact center solution.

Comprehensive Network Insights
As the network provider, Lumen delivers cloud contact center solutions with built-in voice, toll-free, and local inbound/outbound services enabling seamless integration and carrier-grade reliability

Embedded Intelligence, CCI + CCaaS
Lumen Contact Center Intelligence integrates network intelligence into CCaaS, enabling real-time caller verification, fraud scoring, and sentiment analysis before the call reaches an agent. Its architecture supports fast deployment through prebuilt API hooks for platforms like Genesys Cloud, removing the need for custom services. These network-native features activate quickly without disrupting existing systems

AI Driven Innovation
Lumen is the trusted network for AI, our contact center offerings integrate AI to enhance customer experience, agent productivity, and operational efficiency.

Support Services
End-to-end services for the entire lifecycle, including strategy, design, deployment and management services

Enhance Customer Experience and Engagement
Optimization tools to help ensure your customer interactions are not only efficient, but also effective. This can also help you retain your customers and drive new revenue.

Real-time Authentication and Fraud Prevention
Real-time threat scoring that allows contact centers to detect threats during the ring cycle.

LUMEN®
TECHNOLOGIES

Technical Features/Capabilities

Lumen Solution for Contact Center- Genesys Cloud

- Interactive Voice Response (IVR)
    - Caller authentication, voicebots and backend integration
    - Natural language understanding, speech recognition and emotion detection
    - Human-centered IVR design for fast, smart routing

- Personalized Inbound Routing
    - Predictive and skills-based routing
    - Automatic call distribution (ACD)
    - Callback scheduling and queue management

- Reporting and Analytics
    - Real-time and historical dashboards
    - Custom KPI tracking: resolution rates, CSAT, agent performance
    - Unified reporting across channels

Lumen Solution for Contact Center- Talkdesk

- Self-Service & Automation
    - 24/7 virtual agent support
    - Drag-and-drop tools to design conversational flows
    - IVR call flows escalate to live agents as needed

- Omnichannel Engagement
    - Unified interface for all interactions
    - ACD routing connects customers to the right agent
    - Centralized reporting and real-time dashboards

- Analytics & Integration
    - Sentiment analysis and automated scoring
    - 60+ CX tool integrations
    - Searchable transcripts and CSAT surveys across channels

Lumen® Contact Center Intelligence

- Core features, available for a inclusive per minute charge
    - Routing (geographic, time, date and more)
    - Call transfer
    - Network announcements
    - Self-service, easy-to-use Portal
    - Reporting
    - Robust CDRs

- Advanced features
    - Network-based IVR
    - Network Recording
    - Network Queuing
    - Voice Clarity Measurement and Enhancement
    - Prosodica Analytics
    - Risk Scoring

- Special tools to address customer experience optimization
- Fraud prevention and authentication

Lumen Contact Center Consulting Services

- Strategy and roadmap documents
- Requirements documents
- Assessment analysis
- Data flow analysis
- ROI analysis
- Governance plans
- Application modules
- Data management

Customer Premise Equipment (CPE) Solutions

- We offer options from purchase to OPEX
- Self-managed or fully managed by Lumen
- An array of premises-based contact center solutions

Why Lumen?

As the network provider, Lumen delivers contact center solutions that help improve customer experience, empower productivity, and increase engagement. Simplify management through a single vendor that has 30+ years of contact center success.

866-352-0291 I lumen.com I info@lumen.com

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