

LumenSM Interaction Routing

A cloud-based contact center solution with streamlined, multichannel routing and reporting.

Lumen Interaction Routing is an all-in-one contact center solution that runs on the highly reliable Lumen network. It's capable of supporting centralized or dispersed call routing agents as needed, as well as multiple contact center sites from a single platform and location with redundancy. The service can be customized to adapt to the needs of your enterprise for managing multimedia interactions from your customers, outbound dialer calls to your customers, workforce optimization, quality management, and reporting through a universal queuing environment. Interaction Routing works with virtually any infrastructure and doesn't require costly upgrades, giving you the ability to focus on the success and growth of your business.



Control costs

- Lower contact center costs by 30% to 50%, eliminating large capital outlays and networking costs
- Manage costs through license flexibility
- Try new applications without large investments and capital dollar layouts
- Cloud-based architecture simplifies migrations and expands access to new services without investing additional capital



Tap into economies of scale

- Distribute interactions to any agent, virtually anywhere, potentially increasing call volumes without growing agent staffing
- Serve multiple locations from a single cloud environment
- Optimize average handle time



Boost resource efficiency

- Allow IT staff to refocus on customer-facing and internal business applications
- Move infrastructure to the cloud, allowing for management of customer experience centers with even interaction distribution
- Access new features and capabilities not previously available
- Integrate with popular customer relationship management (CRM) tools and mobile devices
- Manage queue times and load balance with interaction queuing in the cloud Increase reporting capabilities



Increase reporting capabilities

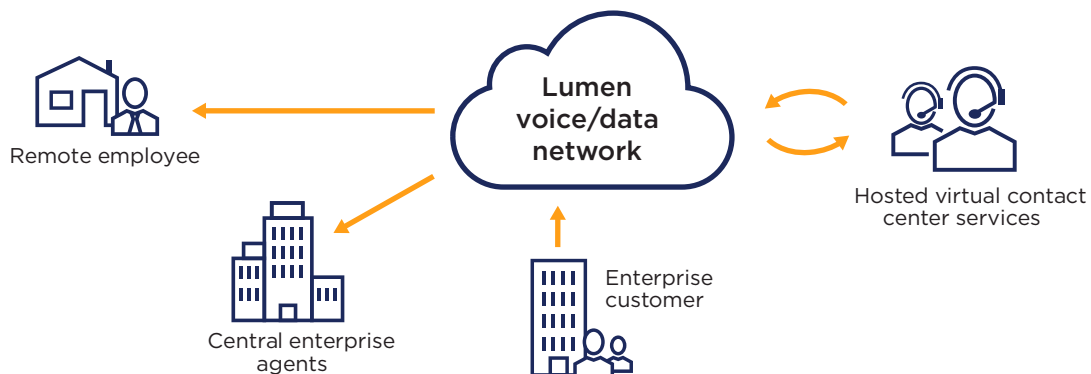
- Improve information flow through integration with Computer Telephony Integration (CTI)
- Run real-time, historical or cradle-to-grave reports

Technical features and capabilities

Interaction Routing provides state-of-the-art capabilities required for the most sophisticated contact center operations, including:

- Skills-based routing
- CTI and agent screen pops with integration to many popular CRM tools
- Centralized administration, management and reporting
- Omni-channel transactions
- Time Division Multiplexing (TDM) or voice over IP (VoIP)
- Quality management with screen capture
- Workforce optimization
- 24/7/365 monitoring to help ensure dependability and performance
- Blended interactions across agent groups

Interaction Routing cloud contact center solutions



Why Lumen for Interaction Routing?

Lumen has more than 12 years of experience delivering cloud-based contact center solutions. We monitor, maintain and provide upgrade support in order to deliver optimum performance, technology, and software improvements. With consistent monitoring and flexible options to fit the needs of your business, Lumen makes it simpler than ever to manage your customer contact network and customized solutions that work for you.

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