

Lumen® Solutions for Contact Center with MiraCloud

Elevate your cloud-based contact center experience and get end-to-end support on your journey

Lumen® Solutions for Contact Center deliver enhanced customer experiences through scalable, cloud-based technology supported by Lumen's secure and high-performance network. This powerful backbone enables rapid deployment, seamless omnichannel engagement, and advanced fraud protection giving businesses the agility and reliability needed to thrive. Designed for AI-enabled environments, Lumen's contact center solutions help elevate brand perception and build customer loyalty. The network's built-in reliability, scalability, and security help ensure consistent performance and fast implementation, driving operational efficiency and improved satisfaction.

Complementing this, MiraCloud provides comprehensive support across the contact center lifecycle. From tailored implementation and agile cloud transformation to 24/7 proactive platform management and ongoing optimization, MiraCloud helps ensure your solution is aligned to business goals and continuously refined to meet evolving customer needs. Together, Lumen® Solutions for Contact Center and MiraCloud deliver a fully managed, future-ready contact center ecosystem designed to streamline operations, enhance customer satisfaction, and support agile digital transformation.

Lumen Solutions for Contact Center & MiraCloud together

Lumen: Network Level Provider

With over 30 years of contact center expertise, Lumen delivers a secure, scalable, and reliable network that can help power cloud contact centers. As the telephony provider, Lumen enables high-quality voice services while capturing rich metadata from customer interactions, including sentiment, behavior, and risk indicators. These insights help businesses optimize routing, automate workflows, and personalize omnichannel engagement.

MiraCloud: End-to-End Support on Demand

MiraCloud complements Lumen® Solutions for Contact Center with end-to-end support services which include implementation, agile cloud transformation, and 24/7 proactive platform management. It helps ensure your contact center is expertly deployed, continuously optimized, and aligned with evolving business needs.



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.



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