

# Lumen<sup>®</sup> Solutions for Contact Center – Genesys Cloud

Powerful all-in-one contact center that delivers an omnichannel customer experience

Lumen Solutions for Contact Center provides Genesys Cloud to customers looking to leverage their network providers prospective to migrate to a cloud-based solution, delivering enhanced customer experience while providing flexibility to manage their business more effectively through scalable technology. This solution allows for a rapid deployment of cutting-edge contact center solutions from a trusted network partner with decades of experience implementing CCaaS solutions.



## Protect your investment

- Legacy contact center systems are costly, moving to the cloud costs less and allows you to quickly update applications.
- Lumen offers a simple billing model and simple administration, all while enhancing businesses digital services with exceptional reliability.

## Cloud's-eye view

- Because Lumen is the network and cloud solution provider, you get see more of how customers come to the contact center and how the contact center tools fit within the larger business framework.

## Adjustable volume

- Scale your services quickly during call traffic peaks and valleys because we own the network. Our Design Engineers employ the latest capabilities of Genesys Cloud to design call flows that leverage the cutting edge of intelligent routing engines and industry leading call delivery tools.

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## Features and Specs

### Interactive voice response

- Next-gen features include natural language understanding and automatic speech recognition, sophisticated call-progress detection, real-time analytics, and customer emotion detection
- IVR design employing human factor expertise against the technologies detailed above, Lumen can increase self-service rates, reduce time in the IVR and help ensure calls attach the perfect data to arrive at the perfect target on the first delivery

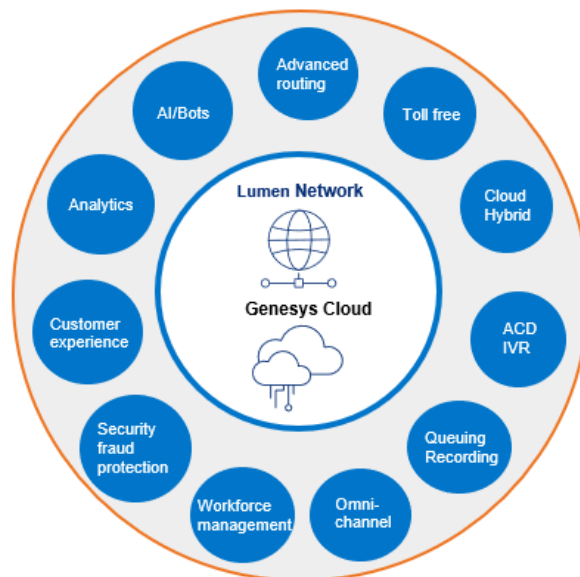
### Personalized inbound routing

- Predictive routing analyzes real-time data to anticipate outcomes and match customers to a qualified agent
- Lower average handle times and operational costs with automatic call distribution (ACD)
- Schedule immediate or delayed callback options with an offline hold
- Our Design Engineers employ the latest capabilities of Genesys Cloud to design call flows that leverage the cutting edge of intelligent routing engines and industry leading call delivery tools

### Reporting and analytics

- Utilize real-time, personalized dashboards to get clear, actionable data across channels and resources
- Track and analyze service levels, call times, resolution rates, customer satisfaction, and agent performance
- Connect real-time and historical data to produce customized, consistent reporting

## Lumen and Genesys Cloud together



### Why Lumen?

As the network provider, Lumen delivers Cloud 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.