

# Lumen® Solutions for Contact Center- Genesys Cloud

Elevated digital experience with secure cloud-based contact center solutions for Public Sector

Serving citizens is top of mind for state and local government agencies. To accommodate a hybrid workforce and to deliver a digital experience for citizens, cloud-based platforms are critical to digital transformation initiatives. Lumen Solutions for Contact Center, powered by Genesys Cloud, allows agencies to focus on elevating the citizen experience, giving them personalized and secure access to data virtually anywhere, at any time. Genesys Cloud allows your staff to quickly spin-up contact centers - in days - when demand spikes and adjust when needed for efficiency and budget control.

## Elevate citizen experience

A modernized and secure digital experience with access to services through voice, chat, web, and social media based on the citizen's personal preference for interaction.

## Digital automation and management

The flexibility to scale a solution up or down based on needs for your agency and your mission. When an emergency or disaster occurs, it is critical to ramp up efforts to engage with your constituents. This cloud hosted managed contact center solution allows you to focus on your front lines, while we manage the technology.

## Optimize costs

Legacy contact center systems moved to the cloud are designed to simply cost less. Lumen Contact Center Solutions - Genesys Cloud allows you to pay as you go, protect your investment and optimize operating budgets.



## Common use cases

- Streamline multichannel communication to deliver fast, more responsive support.
- Use predictive analytics to match callers with qualified agents and minimize handle times.
- Shift legacy systems with scalable, cost-efficient cloud contact centers to optimize budgets.

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**LUMEN**<sup>®</sup>  
TECHNOLOGIES

## Features and Specs

### Interactive Voice Response

- Caller authentication allows for seamless, personalized experience with quick resolutions
- Efficiently resolve problems by connecting voice bots, reusable modules and back-end systems
- Ease your agent's workload by offering a variety of self-service options
- 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 help increase self-service rates, minimize time in the IVR and enable calls to 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 quickly match citizen to a qualified agent
- Segment and rank interactions based off predetermined agency priorities
- Drive lower average handle times and operational costs with automatic call distribution (ACD)
- Optimize your routing process to meet important contact center KPI's
- Schedule immediate or delayed callback options so that callers can keep their positions in the queue with an offline hold

### Reporting and analytics

- Delivers immediate feedback, supervisor alerts, and coaching recommendations to help improve agent performance and customer outcomes.
- Utilize real-time dashboards to get clear, actionable data across channels and resources
- Personalize dashboards to meet the unique needs of your agency
- Preserve historical information across your call center with a comparative context and understanding
- Track and analyze service levels, call times, resolution rates, citizen satisfaction, and agent performance
- Connect real-time and historical data to produce customized, consistent reporting

## Why Lumen?

Lumen is an award-winning network service provider & long-standing Genesys partner. 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.

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