



Transform Customer experiences with AI-Driven Innovation:  
Lumen Solutions for Contact Center – **Talkdesk**

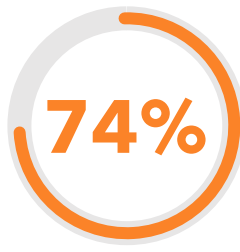
AI has become a core driver of innovation in contact centers. Within Contact Center as a Service, it's a dynamic component fueling enhanced customer experiences and agent performance. Today's AI systems learn from individual agent interactions and apply that intelligence to automate decisions and responses with increasing precision.



of companies plan to increase their AI investments over the next three years, indicating strong belief in its long-term importance.<sup>1</sup>



of customer contact leaders are investing in self-service chat bots to improve customer interactions and reduce agent strain.<sup>2</sup>



of leaders plan to invest in automation using AI.<sup>2</sup>

Using AI to improve CX

Enterprises are increasingly confident in AI's ability to enhance and redefine customer experience. They know R&D investment is needed to extract high volumes of data. You can rely on Lumen to understand how cloud contact centers can tap into AI and chat bots to deliver automation or human intervention.

CX professionals have identified several risks associated with not implementing AI, including:

-  Lower customer satisfaction
-  Loss of productivity



Intelligence, built-in

Talkdesk is the intelligent foundation for digital customer experience; enabling rapid, personalized response across channels in real-time, and providing laser sharp focus on customer preferences into the future.

Talkdesk native AI capabilities are embedded into the platform and can also support integrations with third party AI solutions.

- Leverage embedded solutions throughout the customer experience lifecycle Calls can be screened before they reach your agents.
- Deploy, train, and accelerate automation easily with Talkdesk™, AI trainer, the no-code AI training tool.

Industry-specific experience clouds

- Streamline engagement with AI and automation across Industries such as Finance, Retail, Healthcare and more.
- The Healthcare Experience Cloud for Providers is a smart, connected solution designed to transform patient interactions. With built-in industry-specific integrations, automated workflows, and actionable AI insights, providers can accelerate value delivery and enhance care experiences. Seamless Epic EHR connectivity via public and private APIs helps unlock a more intuitive and impactful patient journey.
- Talkdesk Experience Clouds can help industries unlock fast value and deliver smart, more personalized engagement.



How Lumen adds value to deliver amazing experiences

As the network provider, Lumen delivers a cloud contact center solution designed to improve customer experience, boost productivity, and increase engagement. Implementing Talkdesk through Lumen brings together a powerful platform and exceptional service to create a scalable, future-ready customer experience.



Extensive Experience & Simplified Management

Through a single vendor that has 30+ years of contact center success



End-to-end services

The breadth of our partnerships means we offer services that span the entire lifecycle. So, you can enjoy support every step of the way



Network Performance & Connectivity

Enhanced network, performance, visibility, connectivity, and reliability



Additional Security

Including inbound spoofing protection, fraud authentication, STIR/SHAKEN compliance support, and carrier level call blocking

**Sources:**  
1) McKinsey & Company report – Superagency in the workplace: Empowering people to unlock AI's full potential 2025  
2) CMP Research – 2025-2026 Customer Contact Benchmarking Report

**Transform your CX ambitions with Lumen Solutions for Contact Center – Talkdesk**

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

**Get in touch**  
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