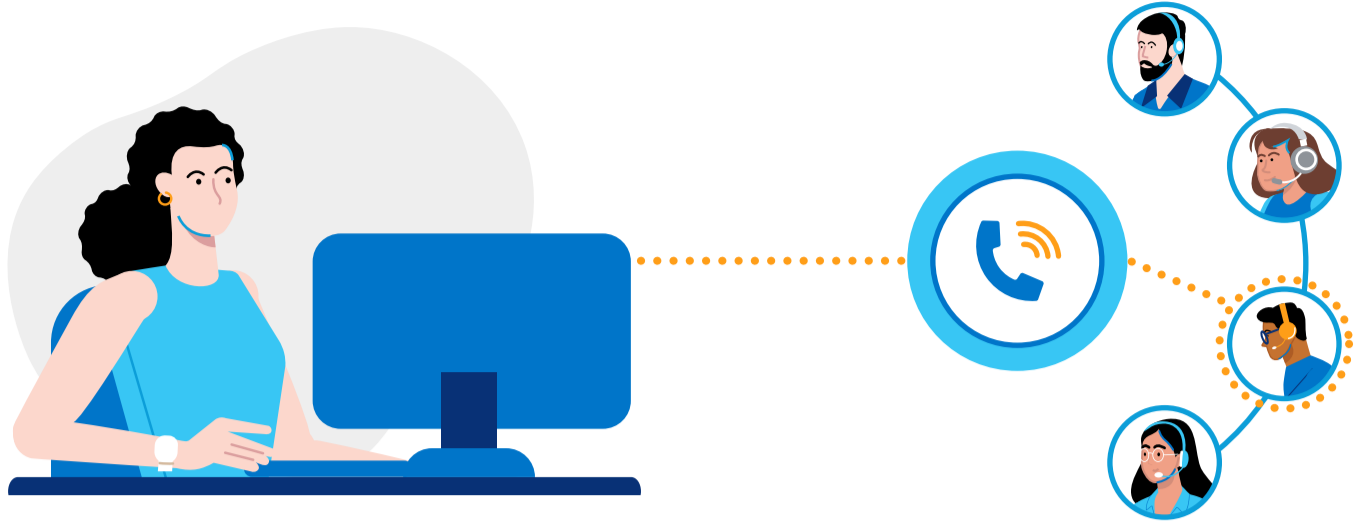# LUMEN®

Take the smart route to transforming customer experience with AI: Lumen® Solutions for Contact Center - Talkdesk

AI is more than just a buzzword. In contact center as a service, AI is currently the most dynamic solution component driving customer satisfaction and agent productivity. Today, AI is learning from individual agent interactions and reincorporating specific intelligence to automated decisions and response. New research[1] shows that forward-looking companies believe increasing their investment in AI is critical.

85%	**89%**	**79%**
CX professionals who believe it is important to leverage AI now[1]	Who believe AI will still be important several years from now[1]	Companies planning to increase total spending on AI automation soon[1]

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.

Talkdesk Research™ highlights the top risks identified by CX professionals in **not implementing AI** to be:

- **Lower customer satisfaction**
- **Loss of productivity**

Talkdesk: 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

We can screen calls before they reach your agents.

Deploy, train, and accelerate automation easily

with Talkdesk™ AI trainer, the no-code AI training tool

> **"Talkdesk focuses on driving AI-powered and high-quality customer experiences across industries[2]."**
>
> - ISG, Contact Center as a Service - CX, September 2022 Report

How Lumen adds value to deliver amazing experiences

Contact center is at an inflection point, a cloud-based revolution is sweeping outdated premise solutions into modern elevated architectures. Implementing Talkdesk through Lumen pairs an exceptional product with an exceptional service.

Simplify management

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

Seamless UX

enhanced network performance, visibility, connectivity, and reliability

Additional security

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

Recalibrate your CX ambitions with Lumen Solutions for Contact Center - Talkdesk

Talk to Lumen today

877-453-8353 | lumen.com | info@lumen.com