

Lumen Solutions for Webex Calling

Modern collaboration requires a robust, cloud-based calling platform

The world has embraced modern collaboration technology as hybrid work environments gain hold; instant messaging, video conferencing, screen sharing, and more. Collaboration tools have enabled this new experience, driving it to become the norm. Adding a secure, flexible, and scalable cloud calling solution is the next natural progression to creating a complete set of cloud collaboration tools.

Lumen Solutions for Webex Calling offers key business benefits that are integral to success; adaptability, scalability, and a consistent user experience for employees and customers. Regardless of where customers or employees are, continuous collaboration can flourish, and businesses can expect to improve productivity and the customer experience with Lumen Solutions for Webex Calling.

Business solutions

Lumen Solutions for Webex Calling is a feature rich, enterprise-grade cloud calling solution. This highly customizable platform allows you to preserve your current calling environment and add new features as you migrate at your pace to the cloud.

Lumen will partner with you to plan, deploy and maintain your calling solution via our dedicated customer service team, providing you with a reliable, secure end-to-end experience.



Efficiency for savings

Moving your network, applications, and support to a single vendor streamlines processes and keeps users productive. Easily manage everything through a single pane of glass, the Webex Control Hub.



Flexibility for productivity

Move effortlessly from calling to messaging to meetings for a seamless and continuous collaboration experience.



Growth for scalability

Lumen Solutions for Webex Calling is a simple and cost-effective collaboration solution that is easy to scale. Customers can quickly add more users and maintain existing on-premise integrations when moving to the cloud.

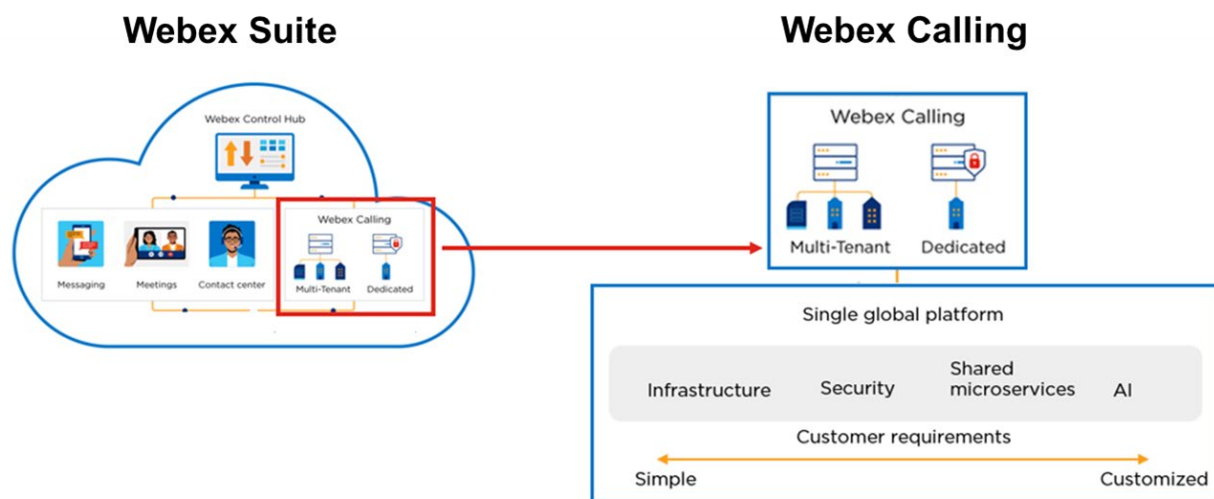


Adaptability for resilience

A cloud-based calling solution that provides a redundant environment when you need it. When emergencies arise, Lumen Solutions for Webex Calling can provide you with the reliable service you want and the flexibility to scale and add more users when the need arises.

Technical Features/Capabilities

- Cloud based audio and HD video calling with enterprise-grade PBX features
- multi-tenant, plus 1 dedicated instance option of 1K users (add more dedicated instances at additional cost)
- Integration of 3rd party UCM apps
- PSTN access, local and international options
- Emergency call handling
- Collaboration phones and endpoints
- Contact Center
- Voice mail
- Network connectivity and Cisco Webex integration
- Instant messaging and presence
- Mobility/Mobile, remote, and over-the-top (OTT) access
- Global availability
- 24/7 support/Dedicated account team
- Access to analytics through a single pane of glass managed through Webex Control Hub



Why Lumen?

Lumen combines a significant local presence with an expansive global network to keep you connected —wherever business happens. We have the expertise and next-generation networking solutions to put it all to work for your organization.

- Innovative applications, supported by an underlying global network, that provide an enterprise-grade experience
- Dedicated end-to-end support and service level agreements backed by Lumen
- Solutions that allow you to leverage your existing investments and access future applications without technology refresh investment
- Lumen Enablement Services for UC&C to help you adopt and enable Lumen Solutions for Webex Calling



Gold Integrator
Gold Provider

Customer Experience Specialized
Master Collaboration Specialized