

Brochure

# A journey to agile, flexible, global collaboration

Lumen<sup>®</sup> Unified Communications & Collaboration (UC&C) and Contact Center Solutions help you empower your team to work without boundaries.

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## Are you ready?

Does your business strategy take the demand for integrated communications and collaboration tools into account? Whether you have enabled your workforce to work remotely, or are looking to bring your workforce back into the office, you need agile, cloud-based communication solutions and the right partner along this journey. This approach requires solutions that are tailored to your business. Lumen UC&C and Contact Center Solutions offer the ability to work anytime, virtually anywhere.





## Key trends shaping UC&C market

### Remote work is here to stay

According to industry analyst firm Frost & Sullivan, In North America, **81% of organizations interviewed reported that more than 25% of their employees currently work remotely either part-time or full-time.**<sup>1</sup> And a robust **76% expect that more than 25% of their employees will continue to work remotely part-time or full-time two years from now.**<sup>1</sup> It is clear that, despite the changing work environment, employees can be actively engaged when empowered with next-gen tools. Are your people equipped with the right collaboration tools to succeed in this transformation?

### Contact Centers are now more relevant than ever

Customers desire easy access to support, especially when they want answers to urgent questions. Demand for cloud contact center services is growing rapidly, accelerated by the rise in work-from-home agents. **With 87% of customers considering moving CX applications to the cloud important, very important or crucial — it is clear that evolving your contact center has to become a priority.**<sup>1</sup> Whether your primary goal is to lower the total cost of ownership or to improve the overall customer experience, businesses need an agile, flexible contact center solution, more than ever. Are you prepared to enhance the customer experience with a hybrid or a cloud-based solution?

### Empower and retain talent - make it easy to stay connected and productive

Hiring top talent does not guarantee having a culture of collaboration and innovation. Your communication solutions need to make it easy for your employees to be collaborative and engaged. **Organizations are currently providing employees with a variety of tools to support productivity, including conferencing/meeting services (56%), team collaboration services (46%), and business phone services (36%).**<sup>1</sup> Being competitive means empowering employees with solutions that make it easy to stay connected and productive. Are you ready to take the next step on the journey to UC&C?

According to IDC research, **75% of organizations using cloud-based UC&C report increased operational efficiencies such as better agility to meet business demands.**<sup>2</sup>

# Lumen UC&C Solutions

Lumen provides innovative and scalable solutions for a business of any size. On the journey to UC&C, no matter what your next step may be, we are here to help propel your business forward. Begin the journey to seamless communication and collaboration with top-tier solutions.

**Lumen Solutions for Zoom** combines Zoom's video first unified communications platform along with a secure, IP-centric network and years of UC&C experience from Lumen to deliver a best-in-class application in a secure, confident, and efficient way.

**Lumen Solutions for Webex** provides businesses with a complete cloud-based collaboration suite of tools for teams to create, meet, message, call and share from virtually anywhere, at any time in one continuous workstream.

**Lumen Solutions for Microsoft Teams** provides an easy, effective way to engage with customers, partners, and each other through instant messaging, audio and video conferencing, online meetings, mobile experiences, and extensive web conferencing capabilities virtually anywhere, anytime and in any way.

**Lumen Cloud Communications** provides a simple migration from premises-based systems to a fully managed, cloud enabled calling and collaboration platform. Our reliable, scalable and secure solution provides connectivity over desktop and mobile environments, helping employees and customers stay connected.

**Lumen® Enablement Services for UC&C** is a service suite which focuses on primary pillars to assist you in evaluating and implementing your UC&C needs. Choosing the right collaboration solution is the first step for ensuring that enterprises get the most out of their solution. From adoption and consulting services to reporting and connectivity options, Lumen can help set you up for success.



## Lumen Solutions for Contact Centers

Lumen offers holistic contact center solutions that help improve customer experiences and aim to reduce total cost of ownership. Evolve your contact center with our innovative and cost-efficient solutions.

**Genesys Cloud** Utilizing a network integrated platform, Lumen® Solutions for Contact Centers - Genesys Cloud incorporates advanced contact center functionality that handles every aspect of customer interaction including speech-enabled IVR, Automatic Call Distribution (ACD), skills-based queuing and routing of interactions, recording and archival of all interaction types, real-time monitoring and supervision, insightful data analytics, and many more capabilities.

**Network Services and Applications** Based on a powerful global network with a complete portfolio of standard features combined with optional cloud and security capabilities, Lumen offers flexible solutions including: Toll Free, Recording, Queuing, analytics, customer experience tools and security.

**Customer Premise Equipment (CPE) Solutions** With an end-to-end offering that includes equipment and software solutions for data, voice, cloud, mobile, and security network services, Lumen can help deliver the integrated solution that every location requires.

**Contact Center and Unified Communications and Collaboration Consulting Services** With over 30 years of experience in managing contact center solutions, Lumen helps deliver a full set of services to address market and operational pain points, break down barriers to progress, and accelerate business performance. Our experts can help deliver innovation, agility and a competitive advantage.

# Let us help you define your future of work

Are you prepared to evolve your business and keep up with the rapidly changing marketplace? Lumen can help you take immediate action to drive your business forward. Reach out today for a free consultation with the Lumen team.

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#### Footnote(s)/Disclaimer(s)

<sup>1</sup> Frost & Sullivan, *Analysis of the North American UCaaS Market, Forecast to 2028*, July 2022

<sup>2</sup> IDC: Lumen Voice/UC&C Study, *Web Survey and IDC Results Readout*, March 2022

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