

Brochure

A journey to agile, flexible, global collaboration

Lumen[®] Unified Communications & Collaboration (UC&C) and Contact Center Solutions help you empower your team to work without boundaries

Are you ready?

Does your business strategy account for the demand for integrated communications and collaboration tools? Whether you have enabled your workforce to work remotely, or are looking to bring your workforce back into the office either full or part time, 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 an 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 March 2020, **Webex registered a record 324 million attendees¹, Zoom reached 200 million daily meeting participants¹, and Microsoft increased users by 12 million in a week.²** It is clear that despite the changing work environment, when empowered with the modern tools, employees are actively engaged. Are you equipped with the right collaboration tools to help you 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. **With 57% of customers ranking calling support as their initial channel preference for flexible communication, wanting an opportunity to ask, explain, reason, or negotiate with customer service, it is clear that evolving your contact center has to become a priority.³** Whether your primary goal is to lower the total cost of ownership or to improve the overall customer experience, more than ever, businesses need an agile, flexible contact center solution. Are you prepared to enhance 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. Now more than ever, **83% of workers depend on technology to collaborate and 59% face challenges with their organization's tools.⁴** 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?

Businesses with effective communication are 50% more likely to have lower employee turnover.⁵

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.

Zoom delivered by Lumen 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.

Cisco Webex Cisco Webex delivered by Lumen combines dynamic online meetings with integrated collaboration tools to provide a comprehensive UC&C solution. Connect teams, tools, and ideas virtually anywhere.

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.

Amazon Chime Amazon Chime delivered by Lumen is a single tool for voice, video, chat, and document sharing that transforms collaboration in online meetings.

Lumen Contact Center Solutions

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.

Cloud Contact Center Utilizing a network integrated platform, Lumen Cloud Contact Center offers solutions such as hosted IVR, Interaction Routing and Call Recording.

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.



Footnote(s)/Disclaimer(s)

¹ Frost & Sullivan, Webinar: *Redefining Communication: Are you prepared for the next normal*, April 28, 2020

² Inc.com, Blog: *Microsoft says remote working is here for good*, James Aten, April 10, 2020

³ Accenture, Webpage: *Coronavirus responsive customer service*, March 23, 2020

⁴ Alfresco, Whitepaper: *Collaboration trends and technology survey knowledge workers*

⁵ Clear Company, Blog: *Could too much transparency in the workplace be bad for your culture*, March 17, 2020