

# Lumen® Contact Center Intelligence

## Network Queuing

Our Network Queuing platform provides a cost-effective way to accommodate peaks in call volume without the need to invest in additional infrastructure. When customer demand exceeds your center's ability to answer calls, Lumen can queue calls in the network and deliver them as your agents' complete transactions with previous callers.

Requiring no premises-based hardware or IT support, our Network Queuing platform provides the ability to queue calls at the network level with carrier-grade reliability and scalability. Our solution is software-based, allowing your administrators simple, web based configuration of multiple queues. Each queue utilizes its own custom call treatment, including configurable on-hold music/prompting and de-queue routing logic. The platform also provides customers the ability to make dynamic changes to react more effectively to high-volume spikes or quickly implement business continuity and disaster recovery (BCDR) strategies.

**Customers who use our network queuing services for high-volume overflow or emergency queuing can be provided with SMS and email alerts to indicate that either:**

- Calls are being queued and an overflow condition has occurred, or
- The overflow condition has ceased and queuing is no longer activated



## Features and Specs

### Reporting

Our Network Queuing platform provides detailed queue reports featuring granular views of calls abandoned in queue, per-queue hold time and utilization. In conjunction with our extensible cradle-to-grave call detail records and ability to easily integrate with external data stores, queue reports can be customized with information from your CRM system, driving additional business value. The Lumen Network Queuing platform can be a valuable part of your overall contact center strategy and can be deployed without the capital expense and effort associated with augmenting your on-premises systems.

### Basic and integrated queuing

The platform provides two distinct queuing products: Basic and Integrated. Basic Queuing service requires no integration with your environment and will place calls into queue if the network is unable to deliver calls due to a busy or no answer condition. Integrated Queuing service is deployed with an integration with your legacy CTI systems for queuing/dequeuing logic and in-queue call treatments.

### Why Lumen?

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

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