

Lumen® Contact Center Intelligence

Prosodica® Analytics

Lumen Contact Center Intelligence uses Prosodica® to help organizations extract meaningful insights from every customer interaction. While traditional methods like surveys and random call sampling provide limited visibility, Prosodica® captures sentiment, behavior, and intent across all conversations. This AI-powered speech analytics platform transforms voice interactions into structured behavioral metrics, offering a comprehensive view of customer experience and operational performance.

Its seamless integration and advanced analytics enable organizations to identify operational challenges, assess agent effectiveness, and uncover opportunities for improvement. By combining Prosodica® with Lumen's network insights, businesses gain a deeper, real-time understanding of customer needs and service delivery. This approach can deliver immediate value without complex setup, helping teams make faster, data-driven decisions that can help enhance both customer satisfaction and business outcomes.

Comprehensive Capture

Capture of voice and text conversations

Intelligent Analysis

Apply AI and machine learning to score topics, sentiment, and effort

Generate Meaningful Insights

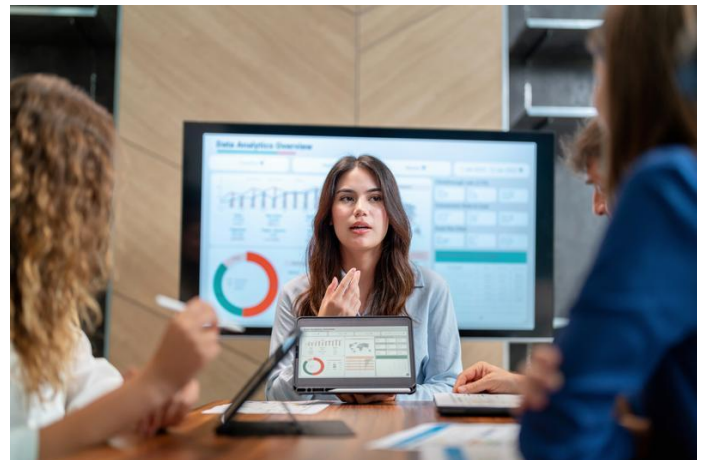
Generate actionable insights, coaching feedback, and compliance alerts

Strategic Improvement

Drive improved business outcomes, better CX, and higher conversions

Reliable performance

Built on Lumen's trusted network infrastructure, offering consistent uptime and dependable service.



Common use cases

- Automatically uncover workflow inefficiencies and customer friction points to help improve performance and satisfaction
- Enable institutions to proactively detect and categorize verbal complaints for enhanced regulatory compliance and risk management
- Provide data-driven insights to guide strategic technology investments and optimize contact center tools and processes

Features and Specs

Automated Complaint Detection

- Uses AI to identify explicit and implied complaints across voice, chat, and email channels. Detects emotional and tonal cues to surface issues that manual tracking often misses.

Regulatory Compliance Support

- Categorizes complaints into over 30 auditable categories, helping institutions meet regulatory expectations and proactively manage compliance risks.

100% Conversation Capture

- Captures all voice and text interactions, not just samples, enabling complete visibility into customer experience and agent performance.

Sentiment and Effort Scoring

- Applies machine learning to analyze topics, sentiment, and customer effort, providing actionable insights for coaching and quality assurance.

Performance Benchmarking

- Benchmark Key performance measures with industry peers or compare internal performance data to measure the impact of new technologies and process changes.

Seamless Integration

- Integrates into existing contact center environments, delivering value without lengthy configuration or disruption.

Real-Time Insight and Alerts

- Delivers immediate feedback, supervisor alerts, and coaching recommendations to help improve agent performance and customer outcomes.

Automated Quality Assurance

- Uses AI Models to automatically create call evaluations in support of agent coaching sessions. Models are customizable to replicate QA forms.

Behavioral Performance Tracking

- Monitors agent interaction patterns to guide training, optimize workflows, or support the design of Agentic AI Capabilities.

ROI Modeling and Technology Evaluation

- Quantifies the expected impact of technology investments using contact volume, workload, and behavioral data, helping organizations make smarter, lower-risk decisions.

Agent Assist

- Provides tools that help agents conduct calls more efficiently and accurately including auto-generation of call notes, context-sensitive knowledge management lookups, and workflow support.

Visual Storytelling

- Converts raw data into compelling visuals that can help support leadership alignment and strategic planning for AI and automation initiatives.

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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