

# Lumen® Solutions for Contact Center-Talkdesk

Intelligent cloud-native contact center solution that unifies customer and agent experiences

Lumen Solutions for Contact Center offers Talkdesk to customers looking to leverage their network provider's expertise to migrate to a cloud-native solution. This all-in-one platform unifies customer and agent interactions across voice, email, chat, text and social media, enabling seamless omnichannel engagement. Designed for rapid scalability, it adapts to evolving customer needs. Backed by decades of experience, Lumen helps ensure fast deployment, reliable connectivity, and comprehensive support. This solution features advanced AI, robust security, and seamless omnichannel capabilities to drive operational efficiency.

## Trusted partner

- Build a strong foundation for your CCaaS solution by working with a trusted network provider that has 30+ years of contact center experience.
- Lumen provides enhanced network performance, connectivity, and reliability to deliver a seamless experience for customers.

## End-to-end support

- Receive 24/7 network monitoring and management, expert technical support, and timely responses for your most critical issues.
- Lumen delivers tailor-made Contact Center solutions to fit your unique business and technical needs.

## Additional security capabilities

- Lumen offers additional network security capabilities that are inherently built into our network.
- Confirm call authenticity prior to reaching an agent with our inbound spoofing protection, fraud authentication capabilities, STIR/SHAKEN compliance support, and carrier level call blocking.



## Common use cases

- Accelerate cloud transformation by replacing legacy systems with a cloud-native contact center infrastructure.
- Deliver seamless omnichannel experiences by unifying interactions into a single, intelligent platform.
- Boost operational efficiency by automating workflows, reducing manual tasks, and enabling fast resolution through AI-powered insights.

## Technical Features/Capabilities

- Self-service customer experience including 24/7 customer service with virtual agent
- Establish effective context-driven IVR call flows that escalate customers to a live agent when needed
- Design virtual agent conversational flows using a drag and drop tool
- Omnichannel customer engagements, managing all interactions in one unified interface
- Connect customers to an agent with ACD omnichannel routing
- Centralize reporting across all channels
- Provide managers with interactive data visualizations to help identify opportunities for CX Improvements
- Create custom low-code interfaces for each role to highlight the highest priority information, including real-time content recommendations and contact records
- Over 70 out-of-the-box integrations with popular CX tools to maintain simplicity within your technology ecosystem
- Customer experience analytics with customized real-time dashboards and reporting
- Enhance agent performance with searchable transcripts, sentiment analysis, and automated interaction scoring
- Gain insights on customer satisfaction by creating and deploying surveys across any channel

### Why Lumen?

As the network provider, Lumen delivers contact center solutions to 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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