

Lumen® Solutions for Contact Center – Talkdesk Mid-Market

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

Lumen Solutions for Contact Center offers Talkdesk to mid-sized businesses looking to leverage their network provider's expertise to employ a secure, high-performance, cloud-native solution with ease. Talkdesk brings enterprise quality to mid-sized businesses, with state-of-the-art omnichannel integrations and analytics that can enable stellar customer experiences for a competitive price. Talkdesk operates on the Lumen network to provide an integrated, trusted foundation and support team with decades of CCaaS experience, along with enhanced security and analytics.

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 and accurate analytics for agents.

Professional services

- 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, and carrier level call blocking.**

Features and specs

- 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 60 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 Cloud Contact Center solutions designed to help improve customer experience, empower productivity, and maximize engagement. Simplify management through a single vendor that has 30+ years of contact center success.

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