

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. Talkdesk combines enterprise scale, 100% on shore support; and consumer simplicity to provide organizations the tools they need to intelligently unlock the promise and potential of great customer experience. As a trusted network partner with decades of experience implementing CCaaS solutions, Lumen can help companies rapidly adapt to shifting customer demands with an agile, flexible solution.

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.

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 experience

- 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 engagement

- Manage all interactions in one unified interface
- Handle customer interactions through email, SMS, chat, social messaging, fax, etc.
- Transfer conversations across digital channels within a single interaction
- Connect customers to the best agent with omnichannel routing
- Centralize reporting across all channels

Workforce engagement

- Equip your workforce with an integrated user experience for training, managing, and coaching your agents
- Provide managers with interactive data visualizations to help identify opportunities and develop personalized coaching for agents
- Assist agents by delivering real-time content recommendations and shortcuts based on customer needs

Customer experience analytics

- Utilize customized real-time dashboards and reporting
- Enhance agent performance by leveraging 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 that 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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