

Lumen[®] Solutions for Contact Center - Talkdesk

Digitally transform the constituent journey and impact student success

Lumen Solutions for Contact Center offers Talkdesk to customers looking to improve citizen relationships and guide student journeys while optimizing operational efficiency, meeting resource constraints, and focusing on your mission. Talkdesk combines agency scale, U.S. based Tier 1 support available; and citizen simplicity to provide the public sector the tools they need to intelligently unlock the promise and potential of great constituent experience. As a trusted network partner with decades of experience implementing Contact Center as a Service solutions, Lumen can help all agencies rapidly adapt to shifting 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 to government agencies.

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.

Security capabilities

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

Features and Specs

Self-service experience

- 24/7 citizen support with virtual agent
- Establish effective context driven IVR call flows that escalate citizens 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
- Engage with citizens through their contact of choice: email, SMS, chat, social messaging, fax, etc.
- Transfer conversations across digital channels within a single interaction
- Connect your constituents quickly with an available 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 with private storage for security and unique compliance requirements
- 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 citizens needs

Citizen 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 caller 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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