

# Lumen® Contact Center Intelligence

## Voice Clarity Measurement and Enhancement

The audio challenges in today's call center environment are complex, ranging from significant noise in the call center environment to varying device quality from end customers. Unclear calls require more handle time to complete and have reduced caller satisfaction and issue resolution. Additionally, brand-damaging consequences, including negative repercussions on cross-selling and the introduction of unfavorable social behaviors that weaken customer loyalty, can also occur as a result of call intelligibility issues.

### Identify Speech Intelligibility Issues at the Source

VCME's objective clarity scoring helps identify the source of speech intelligibility issues whether they originate in the call center or on the customer's line.

### Visualize Voice Clarity Performance

A dashboard provides a granular look at voice clarity performance per network provider, per contact center, per agent or across all calls.

### Enable More Efficient Customer Interactions

Increased speech intelligibility helps reduce average handle time and raise net promoter scores while enhancing sales and issue resolution rates.



Given the wide variability of these clarity issues, call intelligibility is optimally monitored and addressed in the cloud. To this end, Lumen has introduced an entirely network-based Voice Clarity Measurement and Enhancement (VCME) solution that provides a single clarity score for each side of every call segment of every customer interaction in real-time. Scoring information is aggregated in our intuitive web dashboard with calls segmented by contact center, queue, or individual agent.

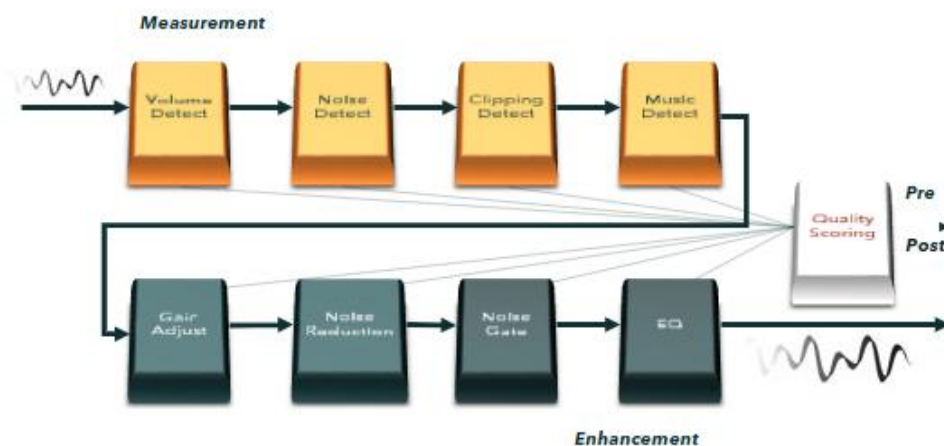
VCME conditions calls and helps improve call clarity in realtime using proprietary algorithms on an as-needed basis. This conditioning enhances call clarity, filtering out background noise, adjusting volume levels for optimum intelligibility, and mitigating other call-impacting issues. VCME then proceeds to optimize its performance for each call center environment.

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The impact of our differentiated technology has been substantial, demonstrating both gains in call efficiency and customer satisfaction. The VCME dashboard allows operations staff to objectively measure and score performance across multiple contact centers, to quickly identify the likely source of caller impacting issues, and to help greatly reduce the effort required to troubleshoot these often vexing problems. In aggregate, we see VCME providing significant business benefit to large enterprise contact center operations. Because of its design and network-based architecture, VCME does not require any incremental premise-based hardware or licensing expenses and will have a minimal impact on your IT and customer care organizations.



## 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.