Lumen® Solutions for Contact Center – Genesys Cloud

Leverage your network providers perspective to manage your business effectively through scalable technology.

This solution allows for a rapid deployment of cutting-edge, FedRAMP Authorized contact center solutions from a trusted network partner with decades of experience implementing CCaaS solutions. As the network provider, Lumen delivers CCaaS solutions that help improve customer experience, empower productivity, and maximize engagement.

Why work with a service provider?

Core transport

- The Lumen network has a national footprint with a backbone that is resilient and highly redundant.
- As both the network and CCaaS provider, Lumen affords a commanding view of customer contacts. Allowing pre-CCaaS detail to inform CCaaS reporting.

Extraordinary voice quality to empower AI

- Lumen provides voice quality that allows for maximized performance during voicebots interactions.
- Voice quality helps perform accurate keyword searches within audio so that agents can reference key information in real time.
- High-quality voice is required for call recording to be archivable and used for teaching purposes.

Network-level call security

- Caller identity is validated and authenticated, helping to prevent malicious caller ID spoofing.
- Our tools can access the entire network, enabling a deeper view for troubleshooting as well as real-time monitoring and risk assessment scoring to proactively avoid issues.

Experienced provider

- Lumen has been a leader in delivering both UCaaS and CCaaS and can diagnose where these solutions overlap, conflict, or can complement each other. Lumen leverages decades of experience with these solutions to help you tailor your CX strategy.

Streamlined CX operations

- Lumen provides economy of scale when customers have CCaaS in same procurement process as their voice and network.
- When your CX touchpoints are bundled, our team can properly tier services, offer bundled spend and SLAs, and provide enhanced support with a cloud's eye view of your solutions. .

LUMEN®
TECHNOLOGIES

Lumen and Genesys Cloud are better together

- **Experience**
  Lumen is a single provider with 30+ years of contact center success that brings Contact Center solutions together across network, infrastructure, applications, hosting and services.

- **Reduced complexities**
  A dedicated team of engineers and deployment professionals work with our customers to instantiate a solution that meets all the contact center requirements and lives natively in the cloud.

- **Network-level provider**
  As the telephony network provider, Lumen gathers additional information around customers and the caller experience.

- **Lowered risks**
  From requirements gathering through to first contacts, Lumen minimizes risks and focuses on agile deployment.

- **Integrated support**
  Our support infrastructure is dedicated to contact center and fully integrated with a one ticket support model. We can expertly triage the unique issues and requests that arise from contact center operations.

- **Reliability and savings**
  We offer a simple billing model and simple administration, all while enhancing businesses digital services with exceptional reliability.

Lumen and Genesys Cloud together
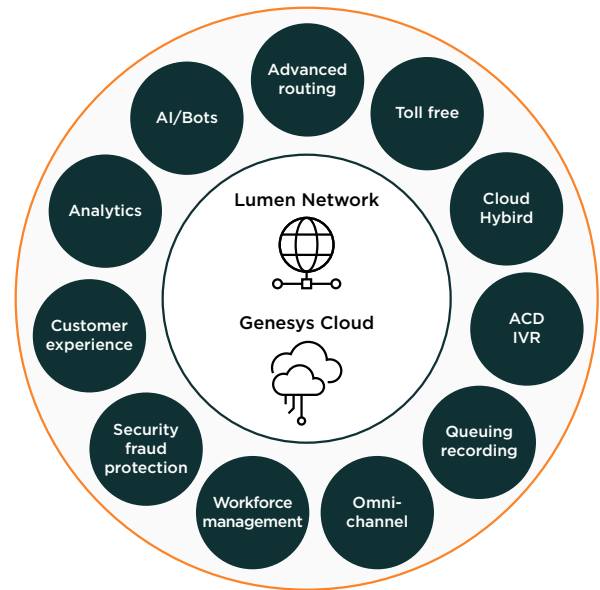
Why Lumen?

Lumen is an award-winning network service provider & long-standing Genesys partner. As the network provider, Lumen delivers Cloud 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.

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