

Lumen[®] Voice Complete[®] APIs

Integrated data workflow and insight to accelerate your business.

Voice Complete now includes Application Programming Interfaces (APIs)—computing interfaces that allow data to be shared via applications directly between you and Lumen. These APIs enable you to procure and manage voice services via digital channels to reduce human intervention, support fast, cheap and more reliable business interactions with Lumen and accelerate your results by providing the ability to acquire, analyze and act on data from the platform.

Increased efficiency

APIs enable self-service functionality so you no longer need to call, email or log orders one by one through a portal. Using APIs helps you consume Lumen services your way.

Digital delivery

APIs enable the automation of interactions to help increase responsiveness and reduce time to delivery, especially when you need to deal with hundreds of transactions at a time.

Digital transformation acceleration

A comprehensive customer-facing API solution enables you to process transactions through your chosen systems and gain deeper insight into your services.

“By 2023, over 50% of B2B transactions will be performed through real-time APIs versus traditional approaches.”*

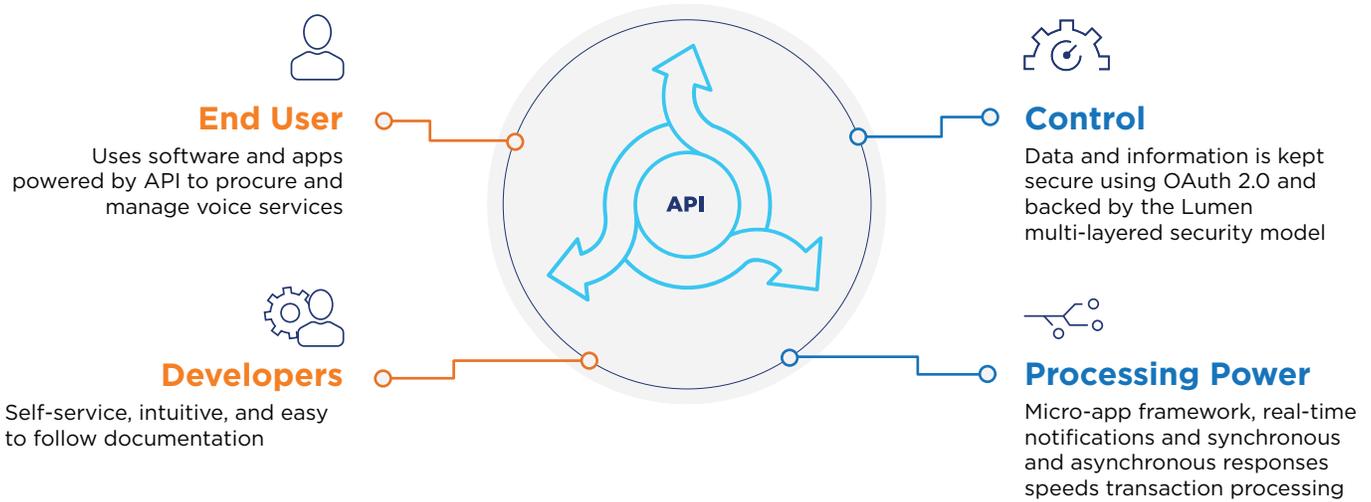
— Gartner, August, 2020

* Gartner Research, “Choosing Between Self-Managed and Outsourced Delivery for EDI Integration.” August 7, 2020.



Common Use Cases

- Integrating your systems with Lumen APIs to automate voice service provisioning, subscribing and changes.
- Acquiring data on telephone numbers and SIP services to analyze and maximize efficiencies.
- Updating 911 and service addresses to dynamically receive real-time updates.



Technical Features and Capabilities

Standard RESTful API design:

- OAuth 2.0 and 64base encoding in the Authorization header
- Swagger/OpenAPI Specification 3.0 with downloadable YAML files
- Synchronous and asynchronous response
- Webhook/call backs to receive real-time notifications
- Interactive “try me” functionality and test environments

The API Marketplace

- Single source for finding, consuming and registering applications
- Simple web registration and login process
- Learn more at:
apimarketplace.lumen.com

Why Lumen?

Lumen Voice Complete APIs deliver customer value through process automation including retiring legacy workflow systems that rely heavily on manual processes. The ease and speed Lumen provides helps to accelerate digital transformation for when you are looking to streamline technology investments.