

LumenSM Contact Center Solutions (CCS)

Network recording and storage.

Many contact centers record their calls for quality assurance, training or simply to retain an archive of their transactions. Call recordings can also be very valuable when analytics are applied to identify areas for process improvements. Traditionally, contact center recording systems have required significant capital investment and ongoing operational expenses, but the Lumen Network Based Recording and Storage platform offers an alternative to expensive premises-based recording systems.

Our Network Recording and Storage platform is an intelligent network-based solution that delivers call recordings in a flexible, secure manner. We provide call recording from our fully redundant platform to provide a high level of scalability and reliability. Our recording solution delivers files in an uncompressed format and can be configured to provide speaker-separated recordings, dividing audio from caller and agent into separate channels. When used in conjunction with our pre-integrated speech analytics solution, these high-quality recordings yield up to 50% improvement in word-level recognition, dramatically increasing the return on an analytics investment while providing a consistent level of sampling quality across all contact centers.

Flexible

Since our recording solution is network-based, we're able to provide recordings of the entire transaction, even if the call is transferred between customer sites. You also have the ability to utilize recording when calls are directed to a third-party such as an outsourcing provider.

Secure

In addition to having recordings encrypted at-rest and in-motion, our recording solution can be configured to automatically redact sensitive numeric data (e.g. account numbers and credit card data) before the recording file is ever written to persistent media. The solution provides web-based, fine-grained control over retention rules. Recordings can be saved based on external call characteristics (customer-facing telephone number, call center destination, etc.), or on agent or customer data provided via API integration with end-customer CTI or CRM systems.

Once recordings are deemed to be retained, they can be delivered directly to the customer via secure file transfer and/or be stored on our secure storage platform. When utilizing the storage capability, your recordings are stored on a secure platform in encrypted form and can be accessed via our web-based portal. Each recording file has metadata attached to assist with searching and mining for relevant information.

Lumen Network Recording and Storage

Our Network Recording platform is designed to seamlessly manage large amounts of audio data, enabling customers to meet quality assurance and analytics requirements. The service can be implemented with a minimum level of effort on the part of your IT teams, while eliminating the cost of investing in on-premises systems.



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