Transform your enterprise communications
Lumen® Voice and UC&C Solutions
Table of contents

CHAPTER 01  
Take control of your new workplace environment

CHAPTER 02  
Start your journey with a secure, reliable global network

CHAPTER 03  
Reduce complexity to deliver meaningful collaboration

CHAPTER 04  
Change the conversation

CHAPTER 05  
Key considerations for transforming your workplace environment

CHAPTER 06  
Our UC&C portfolio

CHAPTER 07  
Evolve your contact center and create amazing customer experiences

CHAPTER 08  
Explore our Voice and UC&C solutions
Take control of your new workplace environment

The modern communications landscape is fractured: workforces are mobile and dispersed, IT teams struggle to manage more interconnected devices, outdated equipment and disparate provider networks don’t interoperate and real-time communications are evolving to applications delivered rapidly across IP-based platforms.

But with the right partner, you can unify and simplify your communications setup, streamlining networks and the way you use services to help improve customer experiences and reduce your total cost of ownership (TCO).

Lumen® Voice and UC&C Solutions offer a simple, cost-effective means to regain control of your communications and create amazing experiences.
Take control of your new workplace environment

The modern communications landscape is fractured: workforces are mobile and dispersed, IT teams struggle to manage more interconnected devices, outdated equipment and disparate provider networks don’t interoperate and real-time communications are evolving to applications delivered rapidly across IP-based platforms.

But with the right partner, you can unify and simplify your communications setup, streamlining networks and the way you use services to help improve customer experiences and reduce your total cost of ownership (TCO).

Lumen® Voice and UC&C Solutions offer a simple, cost-effective means to regain control of your communications and create amazing experiences.
CHAPTER 02

Start your journey with a secure and reliable global network

Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP trunking (Lumen® Voice Complete®) and Hosted VoIP.

76% of IT professionals already have or plan to integrate their UC&C applications to a single provider by 2022.1

26% OpEx reduction when enterprises choose a single UC&C provider.1

30.3% of businesses are migrating to VoIP solutions to support a remote worker strategy.2

40% revenue increase realized by Lumen customers after implementing customer experience initiatives.1

---

CHAPTER 02

Start your journey with a secure and reliable global network

Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP trunking (Lumen® Voice Complete®) and Hosted VoIP.

- 40% revenue increase realized by Lumen customers after implementing customer experience initiatives.\(^1\)
- 26% OpEx reduction when enterprises choose a single UC&C provider.\(^1\)
- 30.3% of businesses are migrating to VoIP solutions to support a remote worker strategy.\(^2\)
- 76% of IT professionals already have or plan to integrate their UC&C applications to a single provider by 2022.\(^1\)

\(^1\) Nemertes, Lumen Customer Research Project, May 2020.
Start your journey with a secure and reliable global network

Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP trunking (Lumen® Voice Complete®) and Hosted VoIP.

- **40%** revenue increase realized by Lumen customers after implementing customer experience initiatives.¹
- **26%** OpEx reduction when enterprises choose a single UC&C provider.¹
- **76%** of IT professionals already have or plan to integrate their UC&C applications to a single provider by 2022.¹
- **30.3%** of businesses are migrating to VoIP solutions to support a remote worker strategy.²

---

CHAPTER 02

Start your journey with a secure and reliable global network

Lumen helps you harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP trunking (Lumen® Voice Complete®) and Hosted VoIP.

- 40% revenue increase realized by Lumen customers after implementing customer experience initiatives.¹
- 26% OpEx reduction when enterprises choose a single UC&C provider.¹
- 30.3% of businesses are migrating to VoIP solutions to support a remote worker strategy.²
- 76% of IT professionals already have or plan to integrate their UC&C applications to a single provider by 2022.¹


Lumen® Voice® Complete®: Every deployment provides built-in network failover protection, emergency services and other business features within the Concurrent Call Path (CCP) price.
Start your journey with a secure and reliable global network

Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP trunking (Lumen® Voice Complete®) and Hosted VoIP.

**Administration simplified**
Manage virtually all aspects of your service—including telephone numbers, sites, CCPs and features—via secure web administrator and end-user portals.

- **40% revenue increase** realized by Lumen customers after implementing customer experience initiatives.
- **26%** OpEx reduction when enterprises choose a single UC&C provider.
- **30.3%** of businesses are migrating to VoIP solutions to support a remote worker strategy.
- **30.3%** of businesses are migrating to VoIP solutions to support a remote worker strategy.

---

CHAPTER 02

Start your journey with a secure and reliable global network

Lumen helps your business harness the power of next-gen collaboration to boost productivity and create amazing customer experiences. Our secure and scalable Adaptive Networking, expansive global network and end-to-end support provide a strong foundation on which to deploy your Voice and UC&C solutions—such as SIP trunking (Lumen® Voice Complete®) and Hosted VoIP.

40% revenue increase realized by Lumen customers after implementing customer experience initiatives.1

26% OpEx reduction when enterprises choose a single UC&C provider.1

30.3% of businesses are migrating to VoIP solutions to support a remote worker strategy.2

76% of IT professionals already have or plan to integrate their UC&C applications to a single provider by 2022.1

Enable your choice of UC&C

Lumen offers a simple, streamlined management solution for all your Voice and UC&C services. We’re certified with several providers (including Microsoft® and Cisco®) and can work directly with your system integrator to layer capabilities on your existing solutions. We also offer holistic contact center solutions, inbound call center capabilities and collaboration tools to help create amazing experiences and help reduce total cost of ownership.

Whether you’re looking for contact center applications, a robust hosted omnichannel platform or an expert team of contact center consultants, we’re ready to support you.

LEARN MORE
Business and IT leaders are constantly challenged to lower costs while boosting growth, enhancing customer experience and elevating their brand to remain competitive. When it comes to your communications strategy, a transformation of this scale requires careful planning and execution with an experienced service provider.

**Challenge**
Lower your TCO and reinvest capital in technology and people.

**Challenge**
Select a technology that supports a mobile workforce and a geographically diverse business.

**Challenge**
Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.

**Challenge**
Deliver workforce efficiency, a better customer experience and higher revenues.

**Challenge**
Evaluate dynamic technologies to empower future success.

---

**Service Procurement Leader**

**CTO or Network Architect Leader**

**CIO**
Challenge: Lower your TCO and reinvest capital in technology and people.

Challenge: Select a technology that supports a mobile workforce and a geographically diverse business.

Challenge: Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.

Challenge: Deliver workforce efficiency, a better customer experience and higher revenues.

Challenge: Evaluate dynamic technologies to empower future success.

---

**Lumen® Contact Center Solutions:** Improve customer interactions and drive greater efficiency for contact centers of all sizes with a powerful combination of services and features, including:
- Contact center applications
- Premises-based offerings
- Robust cloud platform
- Expert team of contact center consultants

**Zoom delivered by Lumen:** Staying in touch with customers and employees is a critical part of business growth. Empower your team to connect and collaborate with Zoom’s video-first solution, supported by our secure, IP-centric network and extensive UC&C experience.

**Cisco® Webex delivered by Lumen:** Empower your team virtually anywhere, anytime with Cisco’s open collaboration platform—supported by our secure and reliable network, hosting and communications architecture.

---

**CHAPTER 03**

Deliver workforce efficiency, a better customer experience and higher revenues.
Business and IT leaders are constantly challenged to lower costs while boosting growth, enhancing customer experience and elevating their brand to remain competitive. When it comes to your communications strategy, a transformation of this scale requires careful planning and execution with an experienced service provider.

**Challenge**
Evaluate dynamic technologies to empower future success.

**Challenge**
Select a technology that supports a mobile workforce and a geographically diverse business.

**Challenge**
Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.

**Challenge**
Deliver workforce efficiency, a better customer experience and higher revenues.

**Lower your TCO and reinvest capital**

**Lumen® Voice Complete®**: Help free up resources to invest elsewhere in your organization with a single contract, global calling resource sharing, flexible invoicing, currency support and end-to-end SLA. Supports session initiation protocol (SIP) and time division multiplexing (TDM) to create a platform for the UC&C application of your choice.
Reduce complexity to meaningful collaboration

Business and IT leaders are constantly challenged to lower costs while boosting growth, enhancing customer experience and elevating their brand to remain competitive. When it comes to your communications strategy, a transformation of this scale requires careful planning and execution with an experienced service provider.

- **Challenge**: Lower your TCO and reinvest capital in technology and people.
- **Challenge**: Select a technology that supports a mobile workforce and a geographically diverse business.
- **Challenge**: Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.
- **Challenge**: Evaluate dynamic technologies to empower future success.
- **Challenge**: Deliver workforce efficiency, a better customer experience and higher revenues.

**Lumen® Voice Complete**: Our technology-agnostic telephony solution is certified to support your choice of existing on-premises gear and leading UC&C applications—without fear of forklifting.

**Cisco® Webex delivered by Lumen**: Empower your team virtually anywhere, anytime with Cisco’s open collaboration platform—supported by our secure and reliable network, hosting and communications architecture.

**Zoom delivered by Lumen**: Staying in touch with customers and employees is a critical part of business growth. Empower your team to connect and collaborate with Zoom’s video-first solution, supported by our secure, IP-centric network and extensive UC&C experience.
Business and IT leaders are constantly challenged to lower costs while boosting growth, enhancing customer experience and elevating their brand to remain competitive. When it comes to your communications strategy, a transformation of this scale requires careful planning and execution with an experienced service provider.

**Challenge**

Evaluate dynamic technologies to empower future success.

**Challenge**

Select a technology that supports a mobile workforce and a geographically diverse business.

**Challenge**

Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.

**Challenge**

Deliver workforce efficiency, a better customer experience and higher revenues.

**Service Procurement Leader**

**CTO or Network Architect Leader**

**CIO**

**Microsoft® Skype® for Business managed by Lumen**: Replace or augment your private branch exchange (PBX) functions while delivering a full suite of UC&C features, backed by our global network and maintenance support.

**Cisco® Webex delivered by Lumen**: Empower your team virtually anywhere, anytime with Cisco’s open collaboration platform—supported by our secure and reliable network, hosting and communications architecture.

**Zoom delivered by Lumen**: Staying in touch with customers and employees is a critical part of business growth. Empower your team to connect and collaborate with Zoom’s video-first solution, supported by our secure, IP-centric network and extensive UC&C experience.

**Challenge**

Lower your TCO and reinvest capital in technology and people.

**Challenge**

Deliver workforce efficiency, a better customer experience and higher revenues.
Business and IT leaders are constantly challenged to lower costs while boosting growth, enhancing customer experience and elevating their brand to remain competitive. When it comes to your communications strategy, a transformation of this scale requires careful planning and execution with an experienced service provider.

**Challenge**
- Lower your TCO and reinvest capital in technology and people.

**Challenge**
- Select a technology that supports a mobile workforce and a geographically diverse business.

**Challenge**
- Simplify the commercial environment while helping to ensure predictable costs, SLAs and the ability to scale services.

**Challenge**
- Deliver workforce efficiency, a better customer experience and higher revenues.

**Challenge**
- Evaluate dynamic technologies to empower future success.

---

**Lumen® Voice Complete**: Simplify your contract, pricing plans, unified SLAs and features regardless of geography—while achieving cost predictability.
As business leaders try to escape the technology refresh cycles and achieve promised economies of scale, many are turning to a hybrid UC&C model—relying on both premises-based and cloud-accessed services. To succeed with this setup, you need a flexible communications design that can support both approaches as you transition to your ideal solution.

Your journey starts here
We’ll help you assess, plan and deploy your platform with minimal disruption and solicit user buy-in to help boost adoption and your return on investment.
As business leaders try to escape the technology refresh cycles and achieve promised economies of scale, many are turning to a hybrid UC&C model—relying on both premises-based and cloud-accessed services. To succeed with this setup, you need a flexible communications design that can support both approaches as you transition to your ideal solution.

**Your journey starts here**
We’ll help you assess, plan and deploy your platform with minimal disruption and solicit user buy-in to help boost adoption and your return on investment.

**Accelerate your innovation**
Our UC&C solutions provide a flexible set of application programming interfaces (APIs) and integration capabilities to give you a solid foundation and a path to build and innovate.
As business leaders try to escape the technology refresh cycles and achieve promised economies of scale, many are turning to a hybrid UC&C model—relying on both premises-based and cloud-accessed services. To succeed with this setup, you need a flexible communications design that can support both approaches as you transition to your ideal solution.

Evolve with your needs
Lumen® UC&C Solutions deliver global reach across an adaptable and secure network, allowing you to scale and expand services as needed.

Your journey starts here
We'll help you assess, plan and deploy your platform with minimal disruption and solicit user buy-in to help boost adoption and your return on investment.
As business leaders try to escape the technology refresh cycles and achieve promised economies of scale, many are turning to a hybrid UC&C model—relying on both premises-based and cloud-accessed services. To succeed with this setup, you need a flexible communications design that can support both approaches as you transition to your ideal solution.

Your journey starts here
We'll help you assess, plan and deploy your platform with minimal disruption and solicit user buy-in to help boost adoption and your return on investment.

Secure your network
Managing and monitoring security threats is a resource-intensive process. Lumen helps your IT team do more with less by automating your network-integrated security to neutralize threats before they do harm—and before they take up your whole day.
Change **the conversation**

As business leaders try to escape the technology refresh cycles and achieve promised economies of scale, many are turning to a hybrid UC&C model—relying on both premises-based and cloud-accessed services. To succeed with this setup, you need a flexible communications design that can support both approaches as you transition to your ideal solution.

**Your journey starts here**

We’ll help you assess, plan and deploy your platform with minimal disruption and solicit user buy-in to help boost adoption and your return on investment.

**Simplify and boost your bottom line**

Our comprehensive Voice and UC&C solution provides you with easy deployments, end-to-end support, reporting and SLAs—minimizing complexity and helping to lower costs through economies of scale.
Key considerations for transforming your workplace environment

The transition to a full or hybrid UC&C model is an exciting opportunity—with a few potential pitfalls along the way.

Corporate buy-in is key
Transforming the way employees work on a daily basis is a big change. To make it easier, identify “super users” in each department who will act as ambassadors of UC&C, assist with adoption expectations, support team members and help if unexpected issues come up.

Substantiate ROI
Prove the value of UC&C by measuring user experience with tools that show insightful and successful customer outcomes; create lean, fast and efficient departments and optimize throughput by minimizing the sales cycle.

Flexible training
Functional teams will encounter different user experiences. Make training flexible enough to provide everyone the support they need.

When hosting makes sense
If your enterprise is growing but doesn’t have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. Alleviate the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.

We carry an average of 22 billion enterprise voice talk minutes each month around the world.*

Our global UC&C solutions are seamlessly integrated for ubiquitous conferencing in 118 countries with on-demand access.

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2019-February 2020.
Key considerations for transforming your workplace environment

The transition to a full or hybrid UC&C model offers a rare opportunity to improve the way you work. We carry an average of 32 billion enterprise voice talk minutes each month around the world.*

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2019-February 2020.

Our global UC&C solutions are seamlessly integrated for ubiquitous conferencing in 118 countries with on-demand access.

Corporate buy-in is key

Potential pitfall: Limiting your options
While UC&C often includes moving to a single normalized platform, consider using a provider who partners with best-in-class vendors. That way you’re not limited to a single platform and you won’t miss out on new capabilities.

Substantiate ROI
Prove the value of UC&C by measuring user experience with tools that show insightful and successful customer outcomes; create lean, fast and efficient departments and optimize throughput by minimizing the sales cycle.

Flexible training
Functional teams will encounter different user experiences. Make training flexible enough to provide everyone the support they need.

CHAPTER 05
When hosting makes sense

If your enterprise is growing but doesn’t have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. Alleviate the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.

Our global UC&C solutions are seamlessly integrated for ubiquitous conferencing in 118 countries with on-demand access.
Key considerations for transforming your workplace environment

The transition to a full or hybrid UC&C model is an exciting opportunity—with a few potential pitfalls along the way.

Corporate buy-in is key
Transforming the way employees work on a daily basis is a big change. To make it easier, identify “super users” in each department who will act as ambassadors of UC&C, assist with adoption expectations, support team members and help if unexpected issues come up.

Substantiate ROI
Prove the value of UC&C by measuring user experience with tools that show insightful and successful customer outcomes; create lean, fast and efficient departments and optimize throughput by minimizing the sales cycle.

Potential pitfall: Separate myth from reality
When a call fails, perception is that the platform isn’t stable. UC&C analytics dashboards provide clear feedback on what occurred and can help dispel concerns about network congestion and other issues. Your “super users” can also help squash any inaccurate rumors.

Flexible training
Functional teams will encounter different user experiences. Make training flexible enough to provide everyone the support they need.

When hosting makes sense
If your enterprise is growing but doesn’t have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. Alleviate the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.

We carry an average of 32 billion enterprise voice talk minutes each month around the world.*

Our global UC&C solutions are seamlessly integrated for ubiquitous conferencing in 118 countries with on-demand access.

CHAPTER 05

- TABLE OF CONTENTS

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2019-February 2020.
Key considerations for transforming your workplace environment

The transition to a full or hybrid UC&C model is an exciting opportunity—with a few potential pitfalls along the way.

Corporate buy-in is key

Transform is a big change in each department. Identify “super users” who will act as ambassadors of UC&C, assist with adoption expectations, support team members and help if unexpected issues come up.

Potential pitfall: An unstable platform threatens user experience

Lumen employs a range of solutions designed to boost reliability and create amazing customer experiences, including network diversity, routing failover, dual provisioning, SIP trunking load balancing, 24/7 network monitoring alerts and proactive notifications.

Substantiate ROI

Prove the value of UC&C by measuring user experience with tools that show insightful and successful customer outcomes; create lean, fast and efficient departments and optimize throughput by minimizing the sales cycle.

Flexible training

Functional teams will encounter different user experiences. Make training flexible enough to provide everyone the support they need.

When hosting makes sense

If your enterprise is growing but doesn’t have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. It also relieves the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.

We carry an average of 32 billion enterprise voice talk minutes each month around the world.*

Our global UC&C solutions are seamlessly integrated for ubiquitous conferencing in 118 countries with on-demand access.

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2019-February 2020.
CHAPTER 05

Key considerations for transforming your workplace environment

The transition to a full or hybrid UC&C model is an exciting opportunity—with a few potential pitfalls along the way.

Corporate buy-in is key
Transforming the way employees work on a daily basis is a big change. To make it easier, identify “super users” in each department who will act as ambassadors of UC&C, assist with adoption expectations, support team members and help if unexpected issues come up.

Potential pitfall: The transition goes too fast
With UC&C, you no longer need to wait for hardware and firmware releases to access new capabilities, instead you can use APIs. But this can create disruption. Lumen has experience transitioning businesses of all sizes—smoothly and at their own pace.

Substantiate ROI
Prove the value of UC&C by measuring user experience with tools that show insightful and successful customer outcomes; create lean, fast and efficient departments and optimize throughput by minimizing the sales cycle.

Flexible training
Functional teams will encounter different user experiences. Make training flexible enough to provide everyone the support they need.

When hosting makes sense
If your enterprise is growing but doesn’t have the economies of scale or staff to support premises-based UC&C, a hosted solution can help solve seat and unit cost challenges. Alleviate the need to invest in on-site hardware/IT resources and avoid CapEx penalties for depreciating assets over the course of five or more years.

*Total enterprise minutes that traverse the Lumen global voice network, based on a 3-month average from December 2019-February 2020.
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

**Lumen® Ready-Access**

The Lumen® Ready-Access audio conferencing service offers a global, reservationless solution designed to function as a stand-alone service or integrate within your broader UC&C applications.

LEARN MORE

**Lumen® Web Meeting**

**Lumen® Managed Event**

**Lumen® Managed Video Conferencing**

Zoom delivered by Lumen

Microsoft Skype for Business managed by Lumen

Cisco Webex delivered by Lumen

Cisco Hosted Collaboration Solution delivered by Lumen

Amazon Chime delivered by Lumen
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

Lumen® Web Meeting

Lumen® Web Meeting provides an intuitive and immersive online meeting experience that makes scheduling and conducting online meetings and webinars a snap, eliminates the need for special software or downloads and supports a broad range of platforms and browsers.

Zoom delivered by Lumen

Microsoft Skype for Business managed by Lumen

Cisco Webex delivered by Lumen

Cisco Hosted Collaboration Solution delivered by Lumen

Amazon Chime delivered by Lumen

Conferencing
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

Zoom delivered by Lumen combines Zoom’s video-first unified communications platform along with a secure, IP-centric network and years of UC&C experience from Lumen to deliver a best-in-class application in a secure, confident and efficient way.

LEARN MORE
Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

Cisco Webex web conferencing combines dynamic online meetings with integrated collaboration tools. And by using the optional Cloud Connected Audio bridging hosted by Cisco, you are interconnected to the Cisco Collaboration Cloud through the Lumen global IP network.

LEARN MORE
Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

Microsoft Skype for Business managed by Lumen integrates network, hosting and communications into a single connection point for multi-location enterprises—delivering voice, instant messaging, conferencing and more in one convenient package.

LEARN MORE

Microsoft Skype for Business managed by Lumen

Lumen® Ready-Access®

Lumen® Web Meeting

Lumen® Managed Event

Lumen® Managed Video Conferencing

Cisco Hosted Collaboration Solution delivered by Lumen

Cisco Webex delivered by Lumen

Amazon Chime delivered by Lumen
Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

**Lumen® Managed Video Conferencing**

Lumen® Managed Video Conferencing services and cloud-based conferencing solutions allow you to connect face-to-face with stakeholders around the world, without the challenges and costs of travel.

LEARN MORE →

- Zoom delivered by Lumen
- Microsoft Skype for Business managed by Lumen
- Cisco Webex delivered by Lumen
- Cisco Hosted Collaboration Solution delivered by Lumen
- Amazon Chime delivered by Lumen
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

Lumen® Managed Event

Lumen® Managed Event offers secure meeting access, flexible dial-in options and streamlined scheduling and attendance for your mission-critical communications—supported by our professionally trained operator and customer care staff.

LEARN MORE

Lumen® Managed Video Conferencing

Zoom delivered by Lumen

Microsoft Skype for Business managed by Lumen

Cisco Webex delivered by Lumen

Cisco Hosted Collaboration Solution delivered by Lumen

Amazon Chime delivered by Lumen
The Lumen® UC&C portfolio

Lumen delivers a comprehensive portfolio of unified communications and collaboration solutions.

Amazon Chime delivered by Lumen provides a cost-effective, easy-to-implement solution for voice, video, chat and document sharing that can help enhance productivity, boost agility and deliver a seamless experience across mobile devices.

LEARN MORE
Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably improve customer experience.

Your contact center in action

Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

Voice Clarity Measurement and Enhancement (VCME)
Customer experience analytics
Security
Expert consultants
Cloud-based applications
Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably improve customer experience.

Your contact center in action
Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

Voice Clarity Measurement and Enhancement (VCME)
Lumen Contact Center Solutions help deliver an improved customer experience through call quality enhancement tools and prosodic scoring.
Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably improve customer experience.

Your contact center in action
Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

Enhance customer interactions while minimizing costs with our easy-to-manage cloud-based applications, including a full hosted ACD/IVR/omnichannel platform.

Voice Clarity Measurement and Enhancement (VCME)
Customer experience analytics
Cloud-based applications
Expert consultants
Security

TABLE OF CONTENTS
Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably improve customer experience.

Your contact center in action
Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

Customer experience analytics
Our cloud-based reporting solution aggregates agent-based scoring of interactions, which business leaders can use to drive best practices. Customer experience analytics include real-time notifications for agent advising and provide an objective measurement of customer satisfaction.

Cloud-based applications
Expert consultants
Security

TABLE OF CONTENTS
Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably improve customer experience.

Your contact center in action
Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

TABLE OF CONTENTS

- Expert consultants
- Cloud-based applications
- Voice Clarity Measurement and Enhancement (VCME)
- Customer experience analytics
- Security

Our seasoned contact center consultants help you develop and improve your contact center—including, capturing the current state, documenting and prioritizing your business and technology requirements and developing future state views with ROI and an actionable roadmap.
Evolve your contact center and create amazing customer experiences

It can be challenging to maintain the balance between efficiency and effectiveness in a rapidly changing marketplace. By transitioning to a cloud-based or hybrid communications solution, you can quickly adapt your contact center without investing capital or IT resources and measurably improve customer experience.

Your contact center in action
Lumen provides a highly scalable and reliable contact center platform, tightly integrated with our global network.

Real-time authentication and fraud prevention: Allows contact centers to detect threats during the ring cycle and helps protect sensitive customer information.

PCI/HIPAA annual audits: Third-party assessors validate compliance with controls applicable to Lumen services that are designed to protect sensitive customer information.

Security
Cloud-based applications
Expert consultants
Voice Clarity Measurement and Enhancement (VCME)
Customer experience analytics
CHAPTER 08

Explore our Voice and UC&C solutions

Learn how Lumen can help you drive productivity, innovation and engagement with seamless, real-time voice, video and call center solutions that keep your team in sync and your customers connected—no matter where they are.

LEARN MORE

Connect, collaborate and grow on our all-in-one platform

One network
One vendor and a single point of responsibility.

Enterprise-class
Business continuity and disaster recovery (BCDR).

Extensive network diversity
and built-in redundancies.
This document is provided for informational purposes only and may require additional research and substantiation by the end user. In addition, the information is provided "as is" without any warranty or condition of any kind, either express or implied. Use of this information is at the end user’s own risk. Lumen does not warrant that the information will meet the end user’s requirements or that the implementation or usage of this information will result in the desired outcome of the end user. This document represents Lumen’s products and offerings as of the date of issue. Services not available everywhere. Business customers only. Lumen may change or cancel products and services or substitute similar products and services at its sole discretion without notice.

© 2020 Lumen Technologies. All Rights Reserved.