

LumenSM Contact Center Solutions

Dynamic, adaptable cloud and hybrid solutions transform contact centers to engage customers, deliver efficiency and lower operating costs.

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 contact center solution, you can quickly adapt your contact center without investing capital or IT resources.

Lumen helps you build a reliable, efficient contact center operation that drives customer retention, provides positive brand perception and increases revenue. When you experience greater flexibility, cost efficiencies and exceptional contact center consulting, with pre- and post-sale customer support, you will keep your customers engaged and lower your overall costs.

Business Solutions

We combine key contact center network-based applications, a robust hosted ACD/IVR/omnichannel platform, an array of premises-based contact center offerings and an expert team of consultants for our holistic contact center solution.

Reduce TCO

- Leveraging our leading network technologies, convergence and innovative pricing model.

Evolve to an Adaptable, Omnichannel Contact Center

- Offering several applications that can be activated through the cloud easily and quickly, including a fully hosted ACD/IVR/omnichannel platform. We can also manage on-premises CPE or provide a customized hybrid solution to meet your needs.

Engineering and Technical Expertise

- Project management and consultative approach to complex implementations.

Enhance Customer Experience and Engagement

- Optimization tools that will help ensure your customer interactions are not only efficient, but also effective. This will help you retain your customers and drive new revenue.

Real-time Authentication and Fraud Prevention

- Includes real-time threat scoring that allows contact centers to detect threats during the ring cycle.

PCI/HIPAA Annual Assessments

- Completed by third-party auditors, validating compliance with controls applicable to Lumen services that are designed to protect sensitive customer information.



Technical Features / Capabilities

LumenSM Interaction Routing and Hosted IVR

- Multimedia Interaction Agent Routing solution including voice and omnichannel tools
 - Basic Agent, Skills Agent and CTI Agent Capabilities
 - Integration with CRM tools
 - Real-time and historical reporting
 - Outbound dialer using predictive, progressive or preview options
 - Virtual hold
- Workforce Management for forecasting, scheduling and adherence
- Full function IVR capabilities for both DTMF and speech applications
 - Easy-to-use call flow design tools
- Call Recording with options for redaction, screen recording and analytics
- PCI and HIPAA compliance for all controls applicable to the contact center solutions environment

Lumen Network-based Contact Center Services

- Core features, available for a single, inclusive per minute charge
 - Routing (geographic, time, date and more)
 - Call transfer
 - Network announcements
 - Portal
 - Reporting
 - Robust CDRs
- Advanced features
 - Network-based IVR
 - Network Recording
 - Network Queuing
- Special tools to address customer experience optimization
- Fraud prevention and authentication

Lumen Contact Center Consulting Services

- Strategy and roadmap documents
- Requirements documents
- Assessment analysis
- Data flow analysis
- ROI analysis
- Governance plans
- Application modules
- Data management

Customer Premise Equipment (CPE) Solutions

- We offer anything from purchase to OPEX
- Self-managed or fully managed by Lumen
- An array of premises-based contact center solutions

Why Choose Lumen for Contact Center Solutions?

We provide:

- More than 30 years in the contact center business
- A comprehensive suite of standard routing and control features, offering optional applications and combining the power of toll-free functionality with local call origination
- A wide range of cloud-based applications that can be deployed rapidly and virtually eliminate end-of-life equipment issues, as well as establish platform consistency across the enterprise
- Full end-to-end services for the lifecycle, including strategy, design, deployment and management for all your networked and hybrid contact center solutions needs

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