

# Lumen Engage<sup>SM</sup> Call Center Features

2020



<p>Call Center Package</p>	<p>A carrier-class, communications management product for inbound call center agents and supervisors.</p> <p>Feature capabilities include:</p>
<p>Call Center</p>	<ul style="list-style-type: none"> <li>• ACD with multiple distribution policies</li> </ul>
	<ul style="list-style-type: none"> <li>• Scheduling and alternate routing policies</li> </ul>
	<ul style="list-style-type: none"> <li>• Queuing policies by call and agent state (bounced, stranded, etc.)</li> </ul>
	<ul style="list-style-type: none"> <li>• DNIS based customization (up to 63 numbers)</li> </ul>
	<ul style="list-style-type: none"> <li>• Virtual call center</li> </ul>
	<ul style="list-style-type: none"> <li>o queuing</li> </ul>
	<ul style="list-style-type: none"> <li>o Multi-location agents</li> </ul>
	<ul style="list-style-type: none"> <li>• Scheduled reporting</li> </ul>
	<ul style="list-style-type: none"> <li>• Customizable announcements</li> </ul>
	<ul style="list-style-type: none"> <li>• Rapid call center configuration from admin portal</li> </ul>
	<ul style="list-style-type: none"> <li>• Agent tools</li> </ul>
	<ul style="list-style-type: none"> <li>o Software client</li> </ul>
	<ul style="list-style-type: none"> <li>o Whisper message</li> </ul>
	<ul style="list-style-type: none"> <li>o Disposition codes</li> </ul>
	<ul style="list-style-type: none"> <li>o One click escalation</li> </ul>
	<ul style="list-style-type: none"> <li>• Supervisor tools</li> </ul>
	<ul style="list-style-type: none"> <li>o Software client</li> </ul>
	<ul style="list-style-type: none"> <li>o Silent monitoring with barge in</li> </ul>
	<ul style="list-style-type: none"> <li>o Real-time agent and queue reporting</li> </ul>
	<ul style="list-style-type: none"> <li>o Queued call management</li> </ul>
<p>Notes:</p>	
<ul style="list-style-type: none"> <li>• The main number for a call center must be a two-way number</li> </ul>	