

# Lumen Engage<sup>SM</sup> Feature Upgrades

2020



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## Lumen Engage upgrade features

**Directory listing:** A new type of company listing optimized for online searches. More than just a traditional yellow page directory listing, you can customize your listing with business hours, photos, website information, email, and other alternate contact numbers. A directory listing is optional for each location.

**Additional voice mailbox:** Each location has a voice mail retrieval number so users can access their own voice mail, which is included with each package. You may consider ordering an Additional Voice Mail Box if you want to assign a voice mail box as the last option in a call queue, or route all calls after business hours to an unassigned voice mail. The Additional Voice Mail Box is not assigned to a specific user, but rather generic to the location.

**Additional telephone number:** Each package comes with one telephone number. Lumen will assign telephone numbers to the features that require them (i.e., auto attendant, voice mail, hunt group, etc.). You may also select this option for “spare” telephone numbers. To maintain sequential telephone numbers as your business expands, order more telephone numbers than your total number of packages to assign to future employees as needed. You can add packages and assign Additional Telephone Numbers at any time. If you are transferring numbers from another provider and don’t need to assign them to a package immediately, simply order Additional Telephone Numbers to retain for future use.

**Hunt Group:** Hunt Group is a set of users logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until the call is answered. You can edit the group in real-time to respond to changing needs or workload. Multiple Hunt Groups can be ordered.

**Additional Auto Attendant:** An Auto Attendant provides automated call answering and routing based on a recorded greeting. A powerful web-based tool is used to define how calls are transferred. Each location includes one Auto Attendant. Additional Auto Attendants can be ordered.

**Meet-Me Bridge:** A conference telephone number used by a moderator to host a Meet-Me Conference call. Multiple Meet-Me Bridges can be purchased at each location.

**Meet-Me Conference:** This feature is required for each user designated as a moderator for Meet-Me Conference calls. The moderator can initiate impromptu calls on the Meet-Me Bridge without scheduling or reserving the conference call. Up to 147 concurrent users can participate in a Meet-Me Conference.

**Receptionist client:** A unique set of features used by a receptionist or attendant to screen inbound calls and allow for delivery of messages when employees are shown as unavailable.

**CRM Connect:** As an application for a desktop computer, CRM Connect provides integration with leading CRM (Customer Relationship Management) applications, allowing for integration of contacts and easy dialing from Salesforce, Google, Microsoft Lync, and others using your Lumen Engage service.

**Group Paging:** A location-based service which allows a user to initiate a page to a predefined set of up to 75 users by dialing an assigned telephone number.

**Additional Call Queue:** A Call Queue is like a Hunt Group with additional features. Users can be logically grouped so incoming calls ring all phones simultaneously or in sequence until answered. You can edit the group in real-time to respond to changing needs or workload. The Call Queue can be configured based on call volume, can include customized entrance and comfort messages, allows for customer music on hold, and provides extensive reporting on calls answered, abandoned, transferred, etc., as well as statistics about the agents. Each location includes one Call Queue. Additional Call Queues can be added as needed.