

Cisco Hosted Collaboration Solution Delivered by LumenSM

Comprehensive solutions and expertise to simplify business and increase collaboration.

The demands on your business are changing rapidly. You're facing an increasing need for seamless collaboration between mobile and virtual employees, customers and suppliers. At the same time, you may have aging voice or video communications systems that are hindering your ability to collaborate cost-effectively.

Roles are also evolving. Your business managers need to understand how to assist customers. IT managers need to understand how to enable the business, and CIOs are dealing with a rapid shift in the rate of change as the cloud transforms businesses.

Overview

Cisco Hosted Collaboration Solution delivered by Lumen allows your organization to be agile, to be efficient and to gain a competitive advantage by empowering your global workforce. Because it's a hosted solution, you get consistency and flexibility with minimized upfront investments.

Cisco Hosted Collaboration Solution solves your communications challenges

Rich collaboration virtually anywhere, delivered as a service

Customize our flexible, subscription-based service to provide the features that are right for you, including:

- Voice-and-Video-as-a-Service
- Voicemail-and-Integrated Messaging-as-a-Service
- IM and Presence as a Service
- Mobility-as-a-Service
- Contact Center-as-a-Service
- Web Conferencing-as-a-Service

Benefits

Cisco Hosted Collaboration Solution provides a local to global hub that allows people to flexibly share ideas make decisions and serve customers from virtually anywhere.

Improve business

Agility by delivering collaboration solutions in sync with your changing business needs, while easily scaling users and applications up or down.

Increase flexibility

And free your IT team to focus on strategic priorities and growing your business.

Boost efficiency

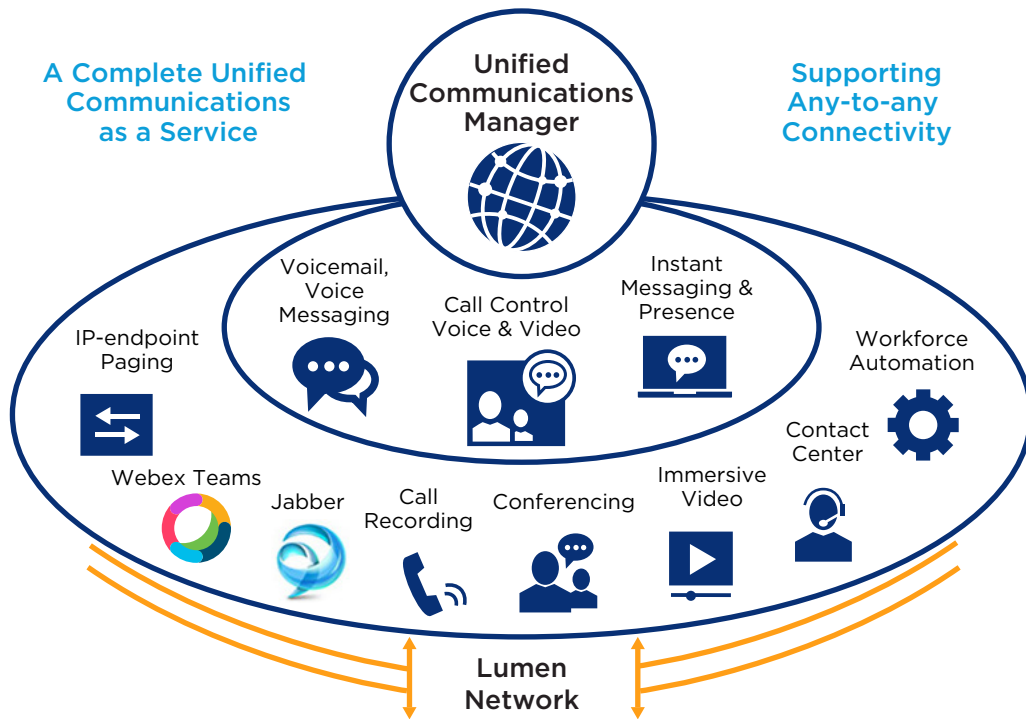
By using a simple, predictable subscription model and pay only for what you need.

Simplify management

And control of your network, helping ensure the performance and dependability of collaboration for your employees.

Maintain integrity

And privacy to safeguard your business, employees, partners and customers with a secure network architecture.



Key Features and Capabilities

Voice & Video

Help employees communicate with sophisticated voice services based on VoIP and engage with video calling and conference capabilities, all delivered from the cloud.

Services include call processing, extension mobility, third-party phone integration, unified directories, dial via office and least-cost routing. Video calling and conferencing services are interoperable and include virtual meeting room bridging, secure business-to-business and business-to-consumer calling models.

Voicemail & Integrated Messaging

Voicemail and integrated messaging the way you prefer, from an IP phone, mobile phone or desktop client.

Instant Messaging & Presence

It's easy to begin an instant messaging session, make a phone call or start a conference call with a single click into Cisco Webex using Cisco Jabber.

Conferencing

Meet and manage meetings and projects in real time to present, share or collaborate from virtually anywhere, anytime on almost any device.

Contact Center

Serve customers better with a cloud-based contact center while helping agents stay productive with features like intelligent call routing, next-generation agent and supervisor desktops, and support for multichannel, outbound call campaigns and at-home agents.

Mobility

Give users one number to dial, redirect incoming IP calls to designated phones, move calls between the desktop and mobile phone and use corporate call features like conferencing and directories from their mobile devices.

Webex Teams Hybrid Services

Connect the Hosted Collaboration Solution to Cisco Webex Teams Services in the Cisco Collaboration Cloud. Easily add the messaging and meeting capabilities of Webex Teams to existing Hosted Collaboration Solution deployment for an integrated user experience.

Why Lumen?

Lumen listens to customers and responds with our best solution based on our legacy of experience and expertise, all tailored to meet specific business, operation and productivity needs. Our suite of Unified Communications, IT consulting and managed services solutions keep organizations a step ahead, no matter what their future holds.

- A hands-on solutions partner that brings together the right people, industry best practices and comprehensive network and IT services.
- Connectivity across our owned and operated Tier 1 global network.
- Next-generation cloud and hosting solutions and expertise.
- Uncompromising commitment to working with our customers.

Why Cisco?

When you choose Cisco, you benefit from the expertise of a global provider of collaboration and cloud solutions. Cisco-powered cloud services, delivered by certified hosted collaboration partner Lumen, provide an end-to-end solution to streamline communications.

Revolutionize your voice services with Cisco Hosted Collaboration Solution delivered by Lumen, so you can focus on your core business. To learn more about what Lumen and Cisco can do for your organization, please contact your Lumen representative today.

