

LEVEL 3 CONTACT CENTER SERVICES

STELLAR CUSTOMER SUPPORT DRIVES BOTTOM LINE RESULTS

Reduce capex and improve agent productivity — all while cultivating positive customer experiences. With Level 3[®] Contact Center Services, every customer contact is an opportunity to strengthen your relationship and influence bottom-line results. Inbound calls to local phone numbers are handled with the same call control, routing and reporting as our Toll Free service. Cloud-based applications enable call treatment, such as Interactive Voice Response, Call Recording and Call Queuing directly from the network, reducing the need for customer premises equipment and supporting new feature adoption. Web-based reporting generates end-to-end call detail records that help you gain insight into customer experiences. Let us help you provide the stellar customer support that differentiates your company and drives business growth.

Business Solutions

Reduce TCO: Help decrease your overall contact center TCO by leveraging leading network technologies, convergence and our innovative pricing model.

Cloud-based Services: Utilize a host of cloud-based business applications and shift from a capex to an opex investment model.

Partnership and Flexibility: Engage with a provider that brings engineering expertise, project management and a consultative approach to complex implementations.

Advanced Applications

Voice Clarity Measurement and Enhancement: Help your agents hear your callers more clearly. These advanced capabilities improve call quality not only to improve the experience, but also to potentially reduce agent talk time.

Interactive Voice Response (IVR): Level 3 offers a robust set of DTMF and advanced Speech IVR capabilities for enterprises seeking self-service applications without the traditional capital investment. Our unique Dynamic IVR (DIVR) capability allows you to quickly and easily build, change and activate caller segmentation applications via our user-friendly portal. Our IVR service is scalable, highly reliable, flexible and customizable.

Call Recording: Network recording requires no capital investment and is an excellent alternative to premises-based recording systems. Our cloud-based recording capability records all or a sampling of calls and electronically delivers them to you. Call Recording captures the entire customer experience, even when the caller is transferred to multiple locations. We also provide a redaction capability to help you ensure sensitive customer information is not included in recordings. Recordings are delivered in non-compressed format and are speaker-separated to increase accuracy and value when call analytics are applied.

Recording Storage: In addition to the electronic delivery of recordings, Level 3 can archive recordings on a secure platform for future access.

Queuing: Level 3 can queue your calls in the network to augment or replace queuing on your premises equipment. This enables you to create a single queue across multiple locations and increase resource utilization in response to seasonal and event-related “bursts.”

Security: Protect your customers’ information. With a robust authentication solution and fraud detection system applying a ‘fraud risk score’ to each call in real-time, your contact center will be more secure.

Prosodica: Our prosodic analytics solution listens to a wide array of conversation characteristics, such as voice pitch, voice tone and turn-taking, and applies sophisticated algorithms to compile a customer engagement and experience score. This can be applied to develop process improvements that drive customer satisfaction, decrease call time and increase first-call resolution.

Standard Features

Level 3® Toll Free services are priced at a simple, inclusive cost-per-minute, including all standard features.

Standard features include intelligent routing, network transfer, CTI integration, network announcements, end-to-end call detail records, standard and custom reports, network announcements and real-time control via a web-based portal.

Level 3® Local Inbound services offer the same advanced feature functionality as our Toll Free service to calls to a local phone number. This enables creative storefront and branch integration strategies, and is an elegant alternative to Remote Call Forwarding (RCF). It can be considered as a Toll Free replacement to help reduce cost.

TDM or SIP: Level 3 offers the choice of receiving calls via TDM or SIP. By supporting your current and future needs, Level 3 can help you converge communications at a pace that's appropriate for your business.

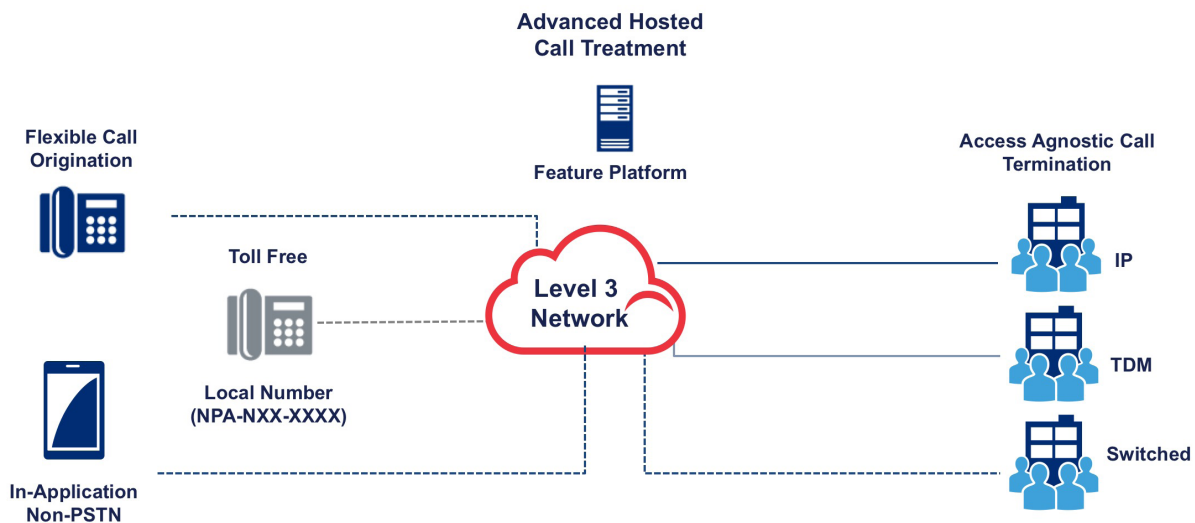
Why Choose Level 3 for Contact Center Services?

Robust Portfolio: Level 3 Contact Center Services include a comprehensive suite of standard routing and control features, offer optional applications, and combine the power of toll-free functionality with local call origination.

Cloud-Based Applications: Level 3 offers you a host of cloud-based applications that can be rapidly deployed, virtually eliminate end-of-life equipment issues and establish platform consistency across the enterprise.

SIP Migration: Level 3 has the background and expertise to help you make a smooth transition to SIP and begin to experience the quality and reliability of Unified Communications.

Experience advanced Level 3 Contact Center applications, and see how you can improve your customers' experience and increase satisfaction.



ABOUT LEVEL 3

We operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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