

CenturyLink Call Center/Customer Contact Center Service Networkx Service Overview

CenturyLink manages your agency's contact center systems, while you focus on your agency's mission, improve your agency's services and lower your agency's contact center costs.

CenturyLink's Call Center/Customer Contact Center Services (CCS) include a portfolio of CenturyLink network-hosted solutions that can improve customer service and Agency efficiency. Through the use of multi-channel contact center routing and reporting capabilities, as well as the deployment of menu-driven, self-help applications, your Agency can significantly lower its customer contact center costs by eliminating large capital outlays and redeploying dedicated IT staff from network management to application development. CenturyLink's CCS allows your Agency to focus on its core mission and priorities while still giving your Agency complete control of its customer service.

Features

CenturyLink's CCS provides an extensive list of features, including but not limited to the following:

- Call Recording and Monitoring - Digital recording and monitoring of inbound and outgoing multimedia contacts and associated data to capture the caller experience.
- Collaborative Browsing – Bi-directional sharing of Web pages between the CenturyLink CCS agent and the caller.
- Computer Telephony Integration (CTI) – Provides a link between your Agency's telephone systems, databases and applications to facilitate incoming and outgoing call handling and control, as well as screen-pops of customer information.
- Customer Contact Application – Tracks, documents and manages the CCS customer contacts across multiple contact channels.
- E Mail Response Management – Assigns a tracking ID to each e-mail, and routes e-mail communications according to Agency-specified business rules.
- Text Chat (Web Chat) – Enables CenturyLink CCS agents to engage in real-time text chats with callers directed from the Agency Web site.
- Language Interpretation Service – Delivers language translation services live with availability 24x7x365 in over 150 languages, via dedicated toll-free access. Reporting capabilities are also available.
- Outbound Dialer – Provides the capability of automated outbound dialing, including preview, progressive, and predictive dialing modes
- Web Call Back – Allows for an Agency end user to request a call back by filling out a form on the Agency's Web site. The call back request will be automatically distributed to the most appropriate CenturyLink CCS agent based upon availability (within Agency operating hours).
- Web Call Through – Enables anyone browsing an Agency's Web site the ability to click a button and request a live voice conversation. When the system sends the call to the CenturyLink CCS agent, it places a call back to the end user to establish a voice conversation without having to disconnect from the Web page.
- Interactive Voice Response (IVR) - Allows your Agency to quickly build self-service menu trees with multiple voice prompts. Applications built using the Graphical User Interface (GUI) can route calls from the network to the selected destination based upon the prompt selected
- IVR – Speech Recognition – Supports natural speech recognition for IVR applications. CenturyLink can support vocabularies for both English (American) and Spanish (American) dialects.
- World Class facilities and agents
- IP Telephony integration including IP phones and softphones

Contact your CenturyLink Representative today!

Visit GSANetworkx.com and click on "Locate your Account Manager".
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx
(866-472-6389) Email: federal@CenturyLink.com



Benefits

- Creates geographic flexibility and diversity by using CenturyLink's virtual contact center capabilities. It is a fully redundant platform on CenturyLink's world-class carrier network.
- Reduces the total cost of ownership. CenturyLink's CCS eliminates the cost and risk of purchasing premises technology. CenturyLink will provide the latest technology and a seamless migration path.
- On demand capacity and scalability, making it easier for agencies to expand services without additional capital investment. CenturyLink can grow your Agency's IVR platform as your Agency's business needs dictate. Your Agency's network is always right-sized as your seasonal demands fluctuate.
- Leverage existing infrastructures – Integrates seamlessly with any existing infrastructure, enabling unified functionality, regardless of the underlying deployed telephony.
- Integrated reporting allows your Agency to see its customer experience end-to-end.
- Augments Agency capabilities without adding the cost of ownership of people and facilities. Leverages CenturyLink's industry-best technologists to streamline Agency operations.

Geographic Availability

Available worldwide

How it Works

CenturyLink's CCS uses network call center applications to provide the reliability and scalability of a network-based solution with the control and flexibility of a premises-based implementation. Network Agent Routing (NAR) is a CenturyLink network-hosted contact center service that provides a multimedia virtual contact center platform. It eliminates the need for complex integration with multiple premises-based systems. NAR is a full suite of contact center applications including inbound ACD, outbound dialing and Web contact (Chat, E-mail, Co-Browse, Web Collaboration, Web Call Back, and Web Call Through). NAR uses CenturyLink's network to route calls utilizing direct network-to-agent, skills-based routing based on the Agency's business rules. It provides a full transaction reporting engine that monitors real-time activity and provides a historical reporting application for proactive management of contact center operations.

The CenturyLink network interactive voice response (IVR) and speech recognition platform integrates with Agency applications developed using the industry-standard Voice XML programming language. The CenturyLink network IVR can work as a stand-alone application platform or integrate with an Agency's Web applications and databases, premise-based ACDs and other vendor IVR's utilizing Computer Telephony Integration. The CenturyLink network IVR tool offers a simplified IVR application that allows your Agency to build self-service menu trees with multiple voice prompts using the Graphical User Interface (GUI). Once the information is collected from the caller or the network, the call can be routed to a destination based on predetermined Agency rules or guidelines.

Why buy from CenturyLink?

CenturyLink provides an all-in-one contact center solution enabled by the highly reliable CenturyLink network. The solutions components can be integrated as one or used as separate applications.

- CenturyLink's CCS supports multiple contact center sites (globally) from a single platform. This eliminates the need for duplication of contact center technology and dedicated IT support staff at each contact center.
- CenturyLink's platforms are monitored by dedicated call center specialists around the clock to ensure carrier-grade reliability and performance.
- CenturyLink's CCS applications work with virtually any infrastructure. They do not require a complete telephony infrastructure overhaul. Grow and expand at your Agency's own pace.

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Other Services Available from CenturyLink

In addition to Call Center/Customer Contact Center Services, CenturyLink has an array of other Services to meet your Agency's contact center needs, including:

- Voice Over Internet Protocol Transport Services (VoIPTS)
- Internet Protocol Telephony Service (IPTelS)
- Converged Internet Protocol Services (CIPS)
- Toll Free Service
- Voice Services

Contract Vehicle

Networkx Universal & Enterprise

- An overview of CenturyLink's contract is available on the CenturyLink Networkx Website at <http://www.gsanetworkx.com>

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