Communication & collaboration for the mobile workforce

Companies that move their phone system to the cloud can reduce expenses relating to conferencing tools.

Turnkey solution

Everything is included. No need to worry about upgrading technology because it lives in the cloud.

Remote deployment & provisioning

A completely hands-off experience for IT means no need to coordinate multi-location deployments, giving IT time back to focus on internal initiatives.
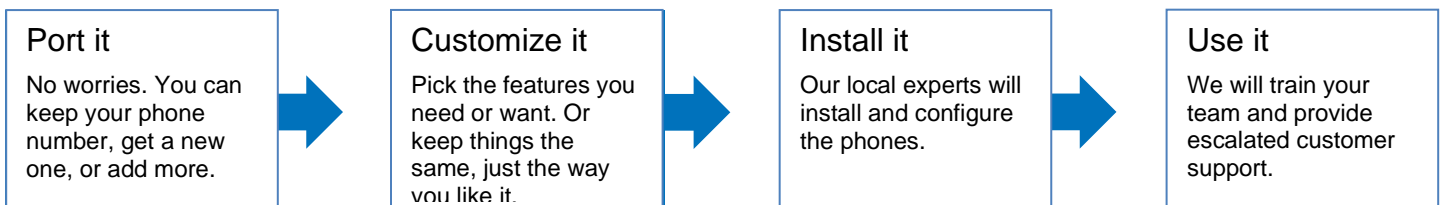
Benefits

- Rapid time to market
- Continuous innovation and frequent releases
- No capital expenditures
- Success-based business model
- Control over product definition, reporting, and customer care

Lumen Cloud Communications

Cloud Voice Feature	Essentials	Plus	Premium
Auto-Attendant	✓	✓	✓
Call Forwarding	✓	✓	✓
Call Hold	✓	✓	✓
Call Park	✓	✓	✓
Call Screening	✓	✓	✓
Call Transfer	✓	✓	✓
Call Waiting	✓	✓	✓
Custom Schedules	✓	✓	✓
Do Not Disturb	✓	✓	✓
E911	✓	✓	✓
Fax to Email	✓	✓	✓
Find Me/Follow Me	✓	✓	✓
Hold Music	✓	✓	✓
Local & Long-Distance Calling	✓	✓	✓
Paging	✓	✓	✓
Presence/BLF Monitoring	✓	✓	✓
Ring Groups	✓	✓	✓
Virtual Fax	✓	✓	✓
Voice Portal for End Users	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail to Email	✓	✓	✓
Voicemail Transcription	✓	✓	✓

We make it easy to get started

Port it

No worries. You can keep your phone number, get a new one, or add more.

Customize it

Pick the features you need or want. Or keep things the same, just the way you like it.

Install it

Our local experts will install and configure the phones.

Use it

We will train your team and provide escalated customer support.

LUMEN®

Key end-user benefits

With a full-stack unified communications solution, a company can save time and money

All-in-one tool

Calling, messaging, video conferencing, and screen sharing in a single, tool that's easy to use. Reduce the need to pay for and support numerous communication solutions.

Desktop & mobile app

Experience seamless communication, whether you're at your desk, on the move, or working from home.

Auto-attendant

Automatically transfer callers to an extension without the need for an operator or receptionist to intervene.

Local support

We're here for you! Our local experts will give you the support you need to take care of your customers.

* Lease or purchase of IP phones may be required. To learn more, ask your sales representative.

Lumen Cloud Communications

Calling Feature	Essentials	Plus	Premium
Call Transfer	✓	✓	✓
Call Blocking	✓	✓	✓
Call Waiting	✓	✓	✓
Auto-Answer		✓	✓
Call Recording		✓	✓
Click to Dial			

App Features	Essentials	Plus	Premium
Devices Supported		2	2
SIP/VoIP Accounts Support		1	1
Softphone Dialer		✓	✓
Cymbus Messaging & Presence		✓	✓
File Transfer		✓	✓
Persistent Chat Rooms		✓	✓
Screen Sharing			✓
Video Collaboration			✓
Voicemail Retrieval		✓	✓

Contact Management	Essentials	Plus	Premium
Import/Export		✓	✓
Cymbus Push Service (Mobile)		✓	✓
Microsoft Office		✓	✓
Microsoft Outlook		✓	✓
Apple Mac Address Book		✓	✓

Sync	Essentials	Plus	Premium
Messaging		✓	✓
Call History		✓	✓
Google G-Suite Contacts		✓	✓