Lumen Solutions for Zoom

Seamless cloud collaboration anytime, virtually anywhere.

Businesses today need a reliable way to stay connected so they can innovate anytime, anywhere. Lumen Solutions for Zoom allows your business to migrate premises-based communication and collaboration services to the cloud securely, easily and efficiently—helping you boost productivity, business agility, customer support and engagement. Instantly access the Zoom video-first and PBX Phone cloud platform virtually anywhere with the reliability of Lumen® UC&C operational support, network asset integration, customer success practice and project managers with account implementation and management support. And now with Zoom One, Zoom bundles everything needed to communicate and collaborate with internal and external teams–featuring a more intuitive user experience that simplifies management and makes onboarding new users even easier.

Dedicated support

Leverage our vast experience supporting enterprise UC&C solutions along with our expansive global network, 24/7 operations and dedicated support teams that will be with you every step of the way.

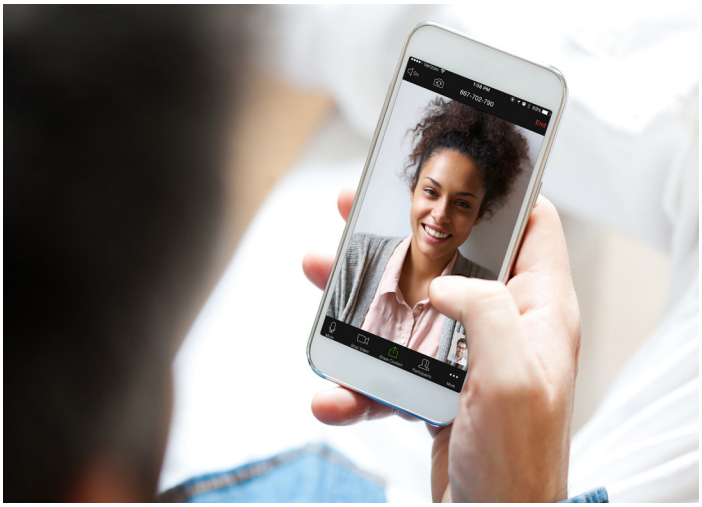
Low total cost of ownership

Maximize your return on investment and avoid large capital investments and ongoing maintenance fees with predictable license-based costs instead of unpredictable PSTN expenses.

Reliable services

Free up valuable IT resources for core business initiatives while Lumen monitors your UC&C service availability and assists with service adoption within your business based on best practices.

> **"More than four out of five respondents who work outside the office at least monthly report participating in live video meetings and watching on-demand video."**
>
> **-Wainhouse Research***



* Wainhouse Research, *Survey Insight: Contemplating COVID-19's Potential Impact on Video Adoption*, June 2020.

LUMEN® TECHNOLOGIES

Features and Specs

Zoom Meetings

- HD video and audio meetings with support for up to 1,000 video participants and 49 videos on the screen
- MP4 and M4A recording formats saved locally or in the cloud, with AI-generated searchable transcripts
- Centralized IT management and remote assistance to simplify deployment and support
- Built-in collaboration tools allow multiple participants to share their screens at once and co-annotate for highly interactive meetings
- Automatic ambient noise cancellation that helps enable the freedom to work from virtually anywhere
- Continuous performance optimization of audio and video streams based on network and device performance
- Custom meeting configuration options that can prioritize content, attendees or a side-by-side view of both
- Virtual backgrounds and a touch up my appearance feature help ensure you look great every meeting
- In-Meeting Content Encryption of shared content at the application layer using 256-bit AES and a 256-bit TLS encryption standard for network connection to Zoom
- Role-based user security, password protection, waiting rooms, restrictions by domain and also lock meetings and expel or put attendees on hold
- Recording control options and watermark screen grabs, and generate unique Zoom audio signatures so the content remains secure
- Zoom Events add-on allows for customized public or private events from 500 to 10,000+ attendees

Zoom Phone

- Seamlessly elevate Zoom Phone calls to a Zoom Meeting
- Make and receive calls with features like transfer, conference, hold and caller ID
- Cloud calling options including bring your own carrier (BYOC), Lumen PSTN and Zoom calling plans
- Voicemail features including visual voicemail, auto, speech to text transcription and custom email notifications
- Call recording on demand with playback available through desktop, mobile and web apps
- Easily view call history and missed calls
- Integrate with O365 and Gmail contacts as well as click-to-dial in Salesforce.com
- Global call handling capabilities including business and after hour routing
- Support up to 60 calls in queue
- PSTN service in 40+ countries with local and toll free number support
- Manage users and licenses for multiple locations
- Compatible with 3rd party VoIP devices
- Set global and user E911 addresses
- Quickly visualize and evaluate Zoom Phone performance, identify and isolate potential issues and track the performance of all calls traversing the network with the Zoom Phone dashboard

Why Lumen?

Businesses today need a secure, simple and effective way to engage with customers, partners and employees virtually anywhere, from any device. Lumen Solutions for Zoom combines Zoom's video-first unified communications platform with our secure, IP-centric network and UC&C expertise—powering a best-in-class application to drive business innovation.

zoom | LUMEN®

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