



Press Release

Contact Center specialist CCT expands offerings with speech and authentication suite from industry expert, LumenVox

San Diego, CA, United States and Frankfurt, Germany – February 12, 2020 – LumenVox, a global leader in speech and authentication solutions, officially partners with CCT solutions Germany to advance speech technology and positively transform the customer experience. CCT solutions will integrate LumenVox' solutions into their expanse of customer projects and market LumenVox as a featured solution partner.

CCT solutions has been working for 20 years to streamline customer interactions, increase productivity and create deeper customer relationships for businesses across the globe. Like LumenVox, CCT solutions is comprised of a knowledgeable integration team as well as industry experts. CCT specializes in contact center development, featuring their very own ContactPro, which provides multiple components for omni-channel interactions. They primarily operate within Europe, offering professional support to world-renown Avaya in Germany, Austria and Switzerland. Additionally, CCT has been developing a presence in the United States as well, serving industry giant, ConvergeOne.

Now CCT, as an official reseller of LumenVox, gives their customers direct access to the entire LumenVox speech and authentication portfolio. This includes LumenVox [Automated Speech Recognizer](#), [Text-to-Speech](#) and [Call Progress Analysis](#), as well as active, passive authentication and fraud detection. With these products CCT will provide end-to-end solutions along with holistic support, meeting any design, implementation or project management needs along the way. The partnership results in a seamless LumenVox integration to businesses with continuous, tailored support.

“CCT has demonstrated to us time and again that they are committed to crafting solutions that meet the highest standards of customer service. Their company has an impressive resume, with the ability to serve a myriad of industries,” said Edward Miller, CEO of LumenVox. “With CCT's expertise and LumenVox' development of advanced solutions, I have no doubt that we will increase productivity and strengthen security for customers and businesses alike.”

About CCT solutions Germany

CCT Solutions provides comprehensive unified communications and contact center solutions for large and medium-sized companies. CCT has nearly two decades of experience in contact center systems integration and expertise in meeting company-specific requirements and providing significantly increased value and efficiency in customer communication.

Learn more about CCT solutions:

<http://cct-solutions.com/>

About LumenVox:

LumenVox revolutionizes customer communication. We have been creating speech and authentication solutions for over 18 years and recently merged with industry expert VoiceTrust, which is based in Munich, Germany. Our flexible and cost-effective technology enables you to create effortless, secure customer-agent interactions in call center environments. We provide a complete suite of advanced speech and multifactor authentication technology to make customer relations faster, stronger and safer than ever before. Our experience and expertise is extensive—we support a multitude of applications for voice, facial biometrics, passive and active authentication, fraud prevention and public security. And we do it all by putting you and your customers first.

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