

Get Clarity...

Pull back the curtain on your old CX platform before you migrate!

Your legacy contact center is a customer experience supply and demand solution that has been collectively modified over time. As a result, you may be shocked to discover how much redundancy, irrelevance and inefficiency has built-up over the years. More importantly, there will be plenty of value to take forward to your next CX solution that does not need to be re-invented. The challenge is knowing how to extract it.

A Blackchair CX Clarity engagement will provide the roadmap to clean-out and free-up resources from unwanted, unused configuration and harvest the useful legacy value for the business outcomes you are required to deliver on your new CX platform.



What does the Clarity service do?

Delivered as a 2-4 week (scoped) engagement, our tooling and experts perform the following analysis:

- > **CX Redundancy Score:** Determine what is legacy useless and what is legacy relevant configuration, data, rules auditing and analysis. The outcome is a cleansing plan and a Migration Profile.
- > **CX Optimization Score:** Establish a baseline score of how the current solution is being used within the business. Uncover the transformation opportunities for pre-migration planning and optimization. Do this automatically through the Blackchair platform, studying system usage (business change), system response (how it reacts to change) and interaction demand (how customers are affected).

Once you have Clarity, you can plan and accelerate your transformation with a fact-based, data-driven approach.

Why Blackchair?

Our Clarity service provides a comprehensive solution to ensure you know exactly what to migrate and what to leave behind, as you move to your new CX Platform. We simplify and automate data collection from many disparate locations and maintain it as a near real-time Migration Profile.

We have the specialist tooling and experience to contextualize all the big data into clear technical and business guidance before, during, and after you migrate.

About Blackchair Services Group

Blackchair has been 100% focused on solving DevOps CX challenges since 2005 and this is proven globally across blue-chip clients in the private and public sectors.

We offer a complete solution to fit to your timescales and needs, including DevOps software, methodology and expert services. We seamlessly integrate with all major CX, UC, automation frameworks, premise and cloud platforms. We are team players and will enable your integration or service partner and internal teams.

Do not make the journey to the cloud without gaining Clarity through Blackchair.

EMEA

Abbey House
1650 Arlington Business Park
Theale, Reading
Berkshire, RG7 4SA
UK

Tel: +44 (0) 845 456 6751
Fax: +44 (0) 845 456 6762

NORTH AMERICA

71 Stevenson Street
Suite 400
San Francisco
CA 94105
USA

Tel: +1 415 655 6788

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 [@blackchair_info](#)

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 enquiries@theblackchair.com