

blackchair



# BLACKCHAIR CLARITY: A SIMPLE SOLUTION TO SOLVE COMPLEX LEGACY ANALYSIS CHALLENGES



Now you can complete pre-migration analysis at  
half the time and at a fraction of the cost with  
Blackchair and Five9

Are you looking for clarity in your legacy systems? You will be surprised to learn how easy it is with Blackchair. You might be facing technical problems, such as unauthorized configuration changes and recurring freeze periods, which raises your costs and creates a poor experience for your agents.

Five9 and Blackchair understand the problems you are facing and are working together to provide a solution. Our Clarity solution conducts a comprehensive pre-migration analysis to dispel the confusion in your legacy systems and make your Five9 solution a more transparent, easily readable platform. This will drastically reduce operational costs and create a transparent environment that will be a breeze for your agents to navigate.

Whether you are planning to migrate to a new vendor or are looking to understand legacy systems better, Clarity can help you renovate your platform to give you a better view of your legacy environment. Give your platform a legacy makeover and maximize ROI on your Five9 investment with Blackchair Clarity!





# How can Clarity help you?

As a Five9 partner, our Clarity solution (SKU: 547-0075) can dive into the depths of your legacy systems to reveal how they are used in real-time, which means you will get:



- ▲ A 3D picture of system configuration changes, including who made them and when.
- ▲ An understanding of which systems receive the most traffic and which do not.
- ▲ A complete migration profile that can be completed in two weeks and at a lower cost.
- ▲ An automated management platform that reduces manual processes, defects, and errors.
- ▲ A more efficient production timeline due to reduced pressure on high-value resources.

# Why work with Blackchair?

With over 15 years of experience, we are the leading experts in CX configuration management and automation.

Working with Clarity gives you the following benefits:

- ▲ Effortless integration into your Five9 solution due to technical compatibility with Blackchair.
- ▲ Real-time systems monitoring that can continuously audit the solution for the latest readings.
- ▲ Complete the project at a lower cost and tighter schedule to reduce associated project risks.
- ▲ Get a report of both configuration and management changes within the Five9 solution.
- ▲ A technology-agnostic interface that works with Five9 and other major CX vendors.



The logo for Blackchair, featuring the word "blackchair" in a lowercase, sans-serif font. The text is white and positioned on a dark, angular background element that overlaps the top left of the page. The background of the entire page is a blurred, warm-toned photograph of a person's hands using a calculator.

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# About Blackchair

Since 2005, Blackchair has been helping organizations optimize their CX operations. We partner with CX vendors, like Five9, to optimize their technical operations and make the platform more accessible.

We have helped over 100+ Fortune 2000 clients transform their CX operations successfully to improve the efficiency of their customer experience platforms, boost productivity, and reduce costs to accomplish the goal of maximizing ROI on CX systems.

With our CX management solutions, Five9 users can achieve the goals of real CX through better clarity into legacy systems.

# Contact Us

Are you looking for more information on how Blackchair can optimize your platform operations and maximize ROI on your Five9 platform? Contact us so we can discuss how we can optimize your Five9 solution in greater detail!

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