

blackchair

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**CLARITY: A CX PRECISION  
DISCOVERY AND CLEANSING  
SERVICE FOR**



**Amazon  
Connect**

Your contact center is a customer experience supply and demand solution. As an enterprise, you care about how effectively this solution is being put to work. In other words, how much redundancy, irrelevance, and inefficiency has built up over the years.

If you want to remove unwanted and unused configurations and optimize business performance or prepare to migrate quickly and learn as much about transformation upside prior to the migration, then partner with Blackchair and bring Clarity to your business.



## WHAT DOES THE CLARITY SERVICE DO?

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

- Full CM auditing and analysis for change management to determine what is legacy (unused) and what is relevant (in use, rarely used, most used, etc.). This defines a Migration Profile and/or a cleansing schedule.
- Classification of Amazon Connect communication objects such as VDNs, vectors, and announcements to determine what is legacy and what is relevant for migration. This crushes the migration effort.
- CX Optimization Score: Identify how the current solution is being used within the business. Define the upside of a transformation by studying system usage (business change), system response (how it reacts to change), and interaction demand (how customers are affected). This is critical for pre-migration transformation planning.

Once you have Clarity, you can plan and accelerate your transformation with a fact-based, data-driven approach. If required, Blackchair service can support the next stages, as appropriate:



## MIGRATION ASSURANCE

- De-risk cloud migration by continuously auditing both source and destination platforms, providing end-to-end assurance throughout the migration project.
- Increase speed and quality of accurate changes and mitigate project exposure.
- Expedite ROI impact by accelerating cloud migration.



## DATA TRANSLATION

- Migrate relevant legacy files, configuration, objects, and agent data directly into your destination CX environment in weeks rather than months.
- Translate and move agents, groups, prompts, and other relevant business configurations to your target cloud platform.
- Reduce risk by packaging up data and configuration, automatically testing, and then delivering to the target solution.
- Ability to quickly and automatically roll back change when undesirable results are experienced.

## AUTOMATION

- Manage and merge your multi-vendor premise and cloud environments—including Amazon Connect—through one cohesive and central UI and data warehouse.
- Ease the pressure on high-value constrained resources and change windows through pre-packaged change and testing.
- Lower cost by reducing defects/errors/unplanned/repeat/manual effort.
- 24/7 auditing provides individual and process accountability. Effective root cause analysis, security watch, and compliance reporting.
- Build performance predictability by ensuring Cloud Ops teams make optimal use of constrained delivery resources.
- Enforce configuration standards that are portable from old to new.

## WHY BLACKCHAIR?

It is hard to collect CX data from many disparate locations. Moreover, it is hard to maintain a near real-time migration profile of all the relevant data. It requires specialist tooling and experience to contextualize all the big data into clear technical and business guidance.

It's a significant return on investment engaging Blackchair to get Clarity on your CX investments, allowing you to navigate forward with assurance





## ABOUT BLACKCHAIR SERVICES GROUP

Blackchair has been 100% focused on solving DevOps CX challenges since 2005, and this is proven globally with our many blue chip clients in both the private and public sectors.

We offer a complete term license solution to fit your timescales and needs, including DevOps software, methodology, and expert services. We seamlessly integrate with all major CX automation frameworks, along with the premise and cloud platforms. We are team players and will enable your integration or service partners and internal teams. Don't make the journey to the cloud without gaining the necessary Clarity.

