

blackchair
Symphony



**SLASH CONFIGURATION COSTS AND
DECLUTTER YOUR CX SOLUTION
WITH BLACKCHAIR SYMPHONY**

Transform your Five9 solution operates by
eliminating costly MACD operations and double
ROI with Blackchair Symphony



Is your CX platform an unmanageable, unwieldy mess? Navigating your CX environment is like trying to move through a swamp where everything is murky and unclear, where one wrong move can sink your entire CX solution.

Between completing MACD tasks and inefficient configuration operations, your agents could get stuck trying to understand how the CX solution works, driving up costs, hampering productivity, and creating a world of headaches for your agents.


Furthermore, if several users are making MACD changes, it can be difficult to maintain a log of who is making the changes. This makes it impossible to keep tight control over the platform and maintain a stable solution.

However, you would be surprised to learn how you can optimize your solution to create an agile, responsive platform with Blackchair Symphony.

We are teaming with Five9 to incorporate real-time auditing, monitoring, and testing into the platform so you have exercised greater control over who is making MACD changes.

With Blackchair Symphony, you can continuously audit your CX platform in real-time to account for who is making changes and undo them if necessary. You can also streamline and simplify MACD management while rapidly resolving configuration issues to improve platform stability and productivity.





What can Blackchair's Symphony do?



- ▲ Rapidly develop and deploy intranet web pages for specific use-cases.
- ▲ Embed seasonal changes to CX behavior into the system to make changes.
- ▲ Conduct MACD activities, like creating skills and assigning them to agents.
- ▲ Continuous configuration tracking to monitor any changes in real-time.
- ▲ Compare and contrast analysis to see how system changes were made.
- ▲ Roll-back to minimize configuration errors and troubleshooting times.
- ▲ Deployable on both premise and cloud services such as Azure, AWS, and GCP.
- ▲ Reduces management training time on complex CX platform admin tools.

Why work with Blackchair?

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

- ▲ Manage configuration data from different vendors within the ecosystem.
- ▲ Obtain an instant system audit to better support compliance policies.
- ▲ Reduce time to troubleshoot configuration issues and improve MTTR.
- ▲ Create an accurate system design to maximize system performance.
- ▲ Automates MACD activities and removes tedious work from IT operations.
- ▲ Reduces management training time on complex CX platform admin tools.
- ▲ Conduct tests more efficiently to push innovation while reducing risks.
- ▲ Improves response speed of CX management to changing client demands.



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!

UK Phone number:

+44 845 456 6751

UK Address:

Blackchair HQ, Clarendon House,
2nd Floor, 52 Cornmarket Street,
Oxford. OX1 3HJ.

US Phone number:

+1 415 655 6788

US Address:

Blackchair Americas, Suite 400
71 Stevenson Street
San Francisco
California, 94105.

Email:

enquiries@theblackchair.com