Clarity Service – Precision Discovery

Blackchair's Clarity Service provides unique insight into what is configured and how you are using your current ACD/CX technology platform. We collect and track usage data, configuration data, and change activity. We can drastically reduce your discovery time when moving to the cloud and give you a data driven approach to understanding your current platform and how to move faster and safely to the cloud.

The Old Manual Method

How many times has a delivery company asked you… "please fill out these spreadsheets/workbooks and then we can start discovery" Now you now must find all the data and it's instantly out of date, inaccurate or difficult to find. Then a few weeks later they show up with a blank sheet of paper and say, "how do you want your system to work and let's start discovery"? The task of documenting and analyzing your design can be time consuming, manual process, and requiring specialist engineers to conduct the activity. These resources are usually time constrained and have other jobs anyway so even if they have the skillset to collect the data it can become a strain on the project.

The length of time it will take your business or even a third party CCaaS/UCaaS provider to manually conduct this work will be inordinately long. You would think there's a better way….??

The Blackchair Method – Clarity

The Technology

Blackchair's data gathering software suite is unique in the market. It is compatible with all the major CX solutions in the market today, regardless of the solution being premise or cloud. With remote access to your legacy CX platform we pull a baseline "copy" of the entire configuration data, we then track every change made to the platform for the next 4 weeks. Results and benefits start to emerge within hours of the software being activated.

Data Harvesting

We begin analyzing all the data from your systems and immediately we begin to see what is relevant, redundant, unused, or unusable. This will help give you a roadmap of what should or shouldn't be moved into the target platform. We continue auditing for the duration of the migration project and can update findings if desired. Additional management information is extracted from your platform and when combined with configuration and change activity, powerful insight into the critical configuration is identified. Additional insight is gathered which will help your business understand where to improve process or training to increase performance further.

Usage & Change Analysis

Once there is data available, we analyze the information and begin to confirm the following:

- What configuration items have been changed or not changed, thus indicating the importance of that object to the business
- Correlating the usage data to which configuration objects support it, further indicating objects important to the business
- Change activity versus performance data – is the current solution being used correctly?
- Volume of usage against configuration objects; which objects are used the most and which ones the least?
- How are you manually changing the environment?
- With a full audit of every change made to your CX we can give insight into areas that could be improved in the cloud transformation

Other activities are also conducted to build up a complete profile and create a candidate list of configurations that are critical to the business.

Output and Deliverables

Presentation of findings

Blackchair will present the overall findings at the end of the service. Depending on the purpose of the project, the consultant will either emphasize the efficiencies the business can gain and the potential benefits or share the critical configuration essential for a successful migration from one CX solution to another.

Reporting

A comprehensive set of reports and output will be provided to the client and stakeholders. This will include:

- A summary report describing the findings and recommendations, in relation to the purpose of the project
- Detailed spreadsheets and tabular reports listing the data that supports the findings

Service Benefits

- Transformation preparedness
- Shorter discovery phase by up to 50% faster
- Lower internal costs to conduct discovery
- Persistent discovery throughout the entire project
- Supports an shorter overall migration project length – enabling the client to realize benefits sooner.

When used in conjunction with a migration preparation, the Clarity Service is vital to reducing manual work, mitigating project risk and overruns, and shortening the overall project deployment length.

Blackchair's Clarity Service

Sample List of Objects Audited & Analyzed for Genesys Engage, Avaya or Cisco UCCE

Avaya Objects

- Agents
- Stations
- Skills
- VDNs
- Vectors

- Announcements
- Announcements
- Service Hours
- Holidays

Genesys Objects

- Access Groups
- Roles
- Agent Groups
- Persons
- Virtual Agent Groups (VAG)
- Skills
- Agents
- Agent Breakdown
- Administrators
- Skills Breakdown

- Scripts
- DN
  - Routing Points
  - Extensions
  - Virtual Queues
  - Interaction Queues
  - DNs with no interactions in the last X months

Cisco Objects

- Agents
- Teams
- Skill Groups
- Enterprise Skill Groups
- Scripts

- Call Types
- Dialed Numbers
- Region Codes
- Reason Codes
- Agent Desk Settings

The above list may include less objects depending on your specific configuration and use of Genesys Engage ,Avaya or Cisco UCCE.

Sample Summary Excerpt from an Avaya Clarity Report

1. Summary

Blackchair were engaged by MyCX to analyse the AcmeCo Avaya environment and identify orphaned and unused configuration, thus increasing clarity and understanding of the Avaya platform and reducing the amount of configuration to be migrated to the MyCX platform. In addition, we have analysed how AcmeCo manage the Avaya environment, and the impact of some of their management processes, and are able to recommend improvements to processes and design for the MyCX environment.

The key findings and recommendations are:

- Taking a best-case view, between half and two-thirds of current business configuration in Avaya is not currently used
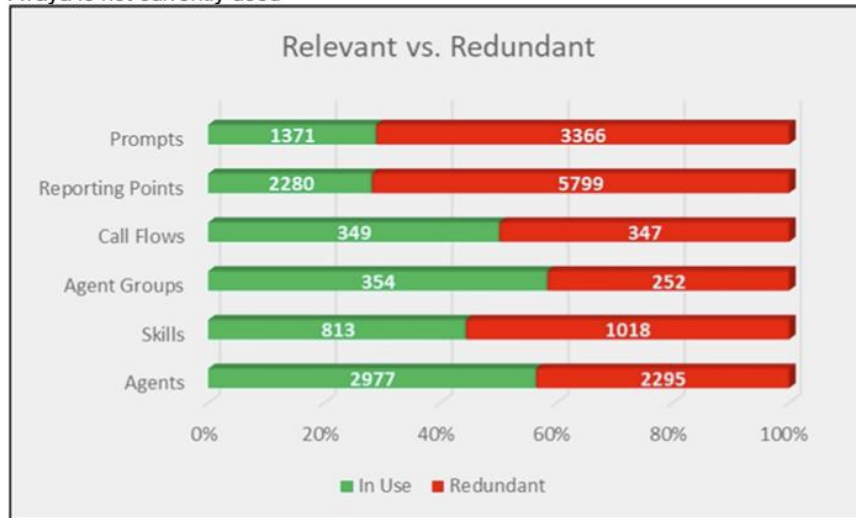
- The average number of skills assigned to each agent is high; there are several hundred agents with a very high number of assigned skills (more than 60)

- There is a lot of manual daily skill manipulation to try to influence routing decisions

- The current model of routing management and skill assignment is outdated and inefficient and even with the high level of cleansing possible after this analysis it should not be migrated to the new platform. The routing and skilling model and management methods should be designed new.

- Trying to replicate the current routing model and management processes would reduce the potential advantages to be gained from moving to the MyCX platform. The opportunity should be taken to simplify and improve the routing and management model and pave the way for future growth.

Chapter 2 details usage analysis of existing key configuration items.

Chapter 3 presents findings on change activity in the system and current usage of the overall call routing model.

Chapter 4 makes recommendations on the future state routing model.