

blackchair



The AI-Ops Workforce Behind Your Team

Magnus is not a bot and not a dashboard, it's a new member of the team. Your 24/7 CCaaS AI subject matter expert at your desktop, in your conference meetings, and on your phone. With Magnus, your team has reliable guidance and actionable insights whenever and wherever you need them.

- Change Intelligence -- Audits, who/what/when changed
- Performance Intelligence -- MI, KPIs, service levels, agent quartiles
- Design Intelligence -- Config usage, redundancy, dependencies
- Operational Intelligence -- Alerts, triage, anomaly detection

Magnus turns hidden data into visible impact

Most CCaaS tools only show you fragments: Dashboards, logs, and Contact Center Performance Data — forcing you to guess at the real root cause of an outage or service level drop. Magnus is different. It can see across data sources configuration changes, system hierarchies, and Contact Center performance data correlating, exposing the cause-and-effect links that truly drive service performance.

When service levels dip at noon, Magnus tells you why! Pinpointing the change, dependency, or misconfiguration that triggered it. With Magnus, your team sees the full picture, makes faster decisions, and acts with confidence.

Magnus delivers insights, analysis, and actionable guidance wherever your team works--on desktop, in meetings, or on the go. It transforms data into decisions, ensuring teams stay aligned and proactive.



Stay productive in your meetings

Whether on Zoom, Teams, or face to face, Magnus gets your team instant answers. Simply invite Magnus to your meeting and receive real-time insights, trends, or data--without toggling between dashboards. Keep discussions focused, cut decision time, and leave meetings with clarity.

Work smarter at your desktop

Magnus integrates seamlessly into your workflow. Explore data, request reports, and collaborate directly from your desktop. It's like having a CCaaS expert always one tab away-helping you cut manual effort and focus on high-value decisions.

Keep operations moving on your phone

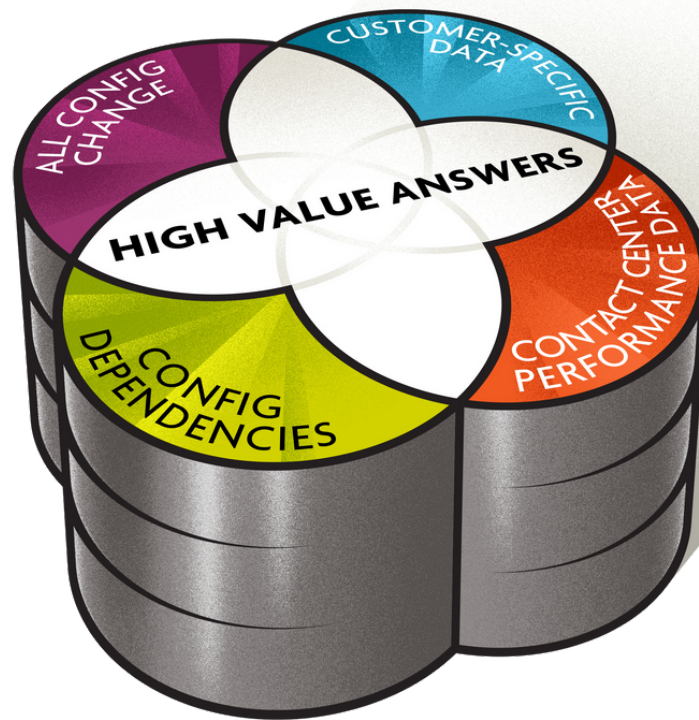
Even when you're away from your desk, Magnus keeps operations running smoothly. Receive smart notifications, manage tasks, and get expert support wherever you are. Stay informed, respond quickly, and maintain continuity anywhere.

Why organizations use Magnus

Magnus is designed specifically for CCaaS leaders, architects, and operators by providing:

- Reliable, secure guidance aligned with your data
- Instant answers by combining and correlating datasets in seconds that would take days manually
- Easily add additional datasets to power new data correlations
- Help teams anticipate challenges and act with confidence





Use Case Summary

Where can Magnus help your Contact Center?

Pinpoint Service Level Impacts

Magnus can surface the impact of a change on outcomes to transform return on investment.

- Operational Efficiency Analysis -- Service level adherence, demand response
- Root Cause Analytics -- Identify changes behind dips or improvements
- Executive Insight -- High-level health, ROI, trend visibility
- Agent and Workforce Performance -- Quartiles, FCR, abandon, staffing optimisation

Smarter Design Decisions

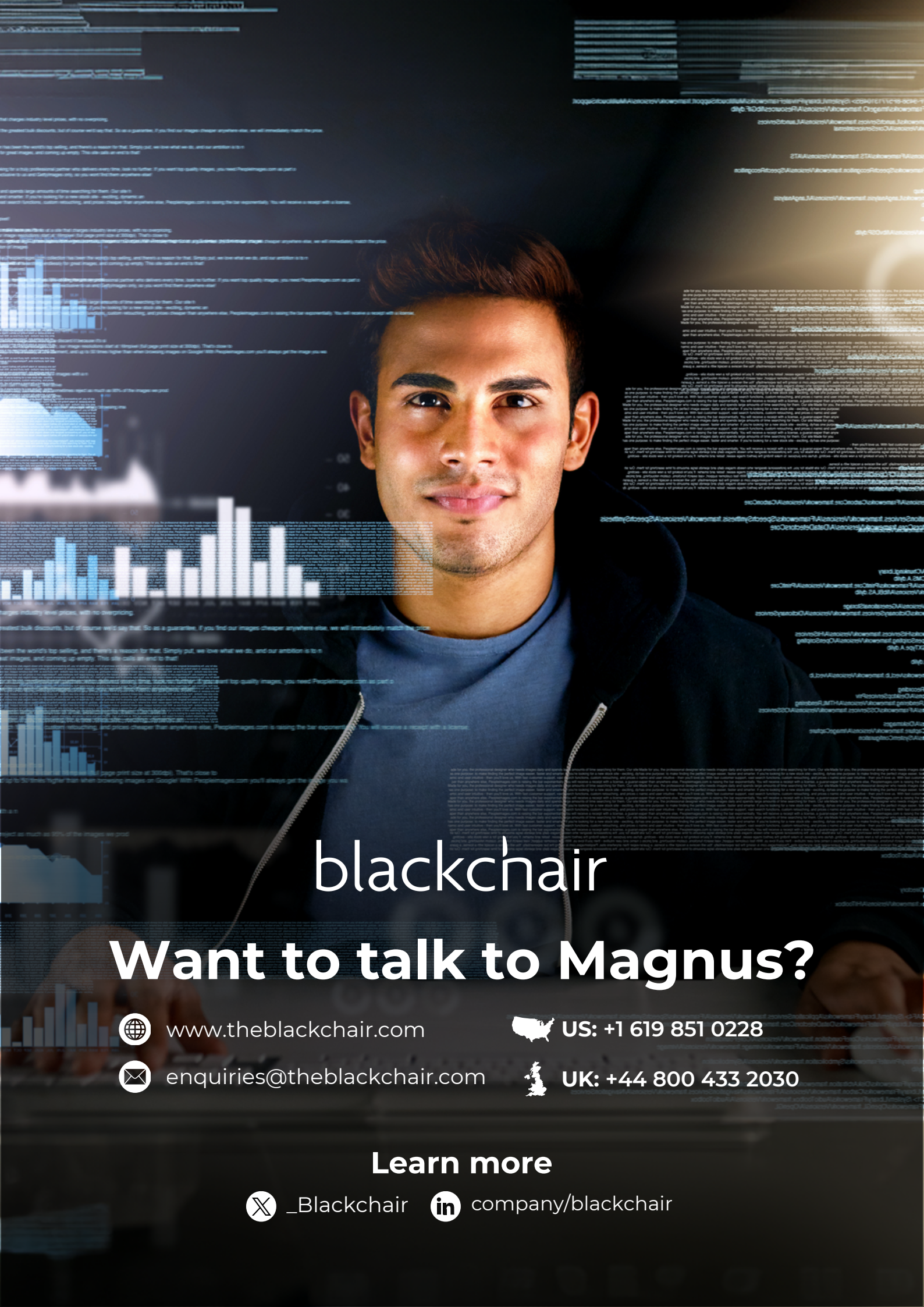
Deep instant analysis on CCaaS design helping CX teams optimise solution quickly and effectively.

- Relevant vs. Redundant -- Surface useful vs. legacy config
- Change Awareness -- Near Real-time visibility into changes and risks
- Architectural Intelligence -- Dependency mapping, design optimisation

Configuration Intelligence

Magnus provides analysis on how the CCaaS platform is impacted by change to reduce the effort in planning.

- Impact Forecasting -- Predict effects of upcoming changes
- Cause-and-Effect Mapping -- Dependencies across CCaaS design
- Data Intelligence -- Change, performance, design, operational insights
- Proactive Operations -- Alerts & performance notifications



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