

**WHITEPAPER**

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# **STOP REPEATING PRIORITY ESCALATIONS IN CX SERVICES**

**SAVE MONEY AND REALIZE YOUR ROI**

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**blackchair**



# OVERVIEW

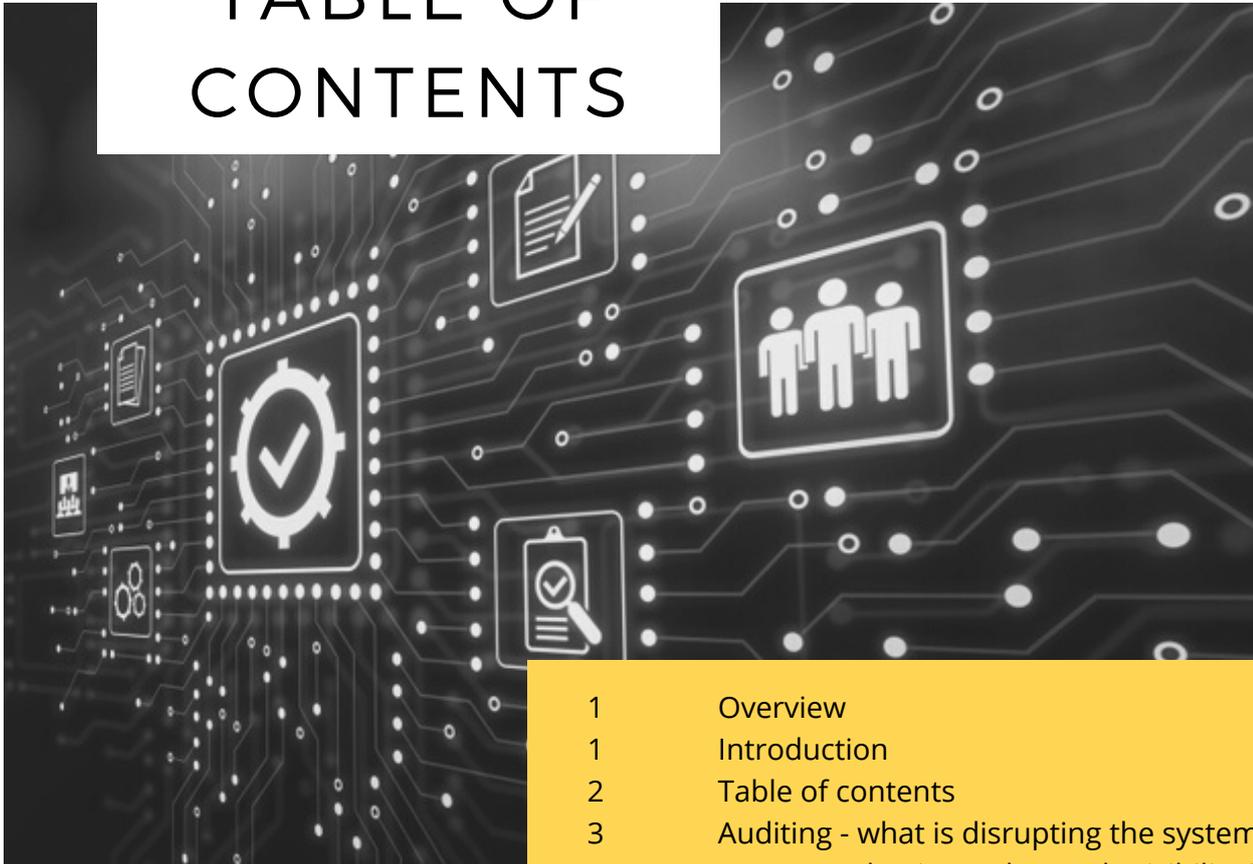
This document focuses on the UC and CX Operational Management of a contact center. In this paper we will look at and explore the importance of visibility and the accuracy of change through auditing as well as the significance of superior quality changes through automation for continuous software delivery, faster resolutions to problems and faster delivery of features.

## INTRODUCTION

Today, most changes that take place to a contact center are in direct response to consumer behavior. It is now not just simply the result of business initiatives. There is a belief within the marketplace that the more sophisticated a contact center is or becomes the greater the improvements are on KPIs and the services provided. As each year passes, we see contact centers around the world spend vast amounts of money on their contact center technology with the main goal of improving their company's competitive position in a highly aggressive marketplace. The investments made by these organizations are typically driven to also improve operational performance and the ability to provide a reduced cost structure within their business.

While there is some accuracy in this, the largest gains are still made by the ability to diagnose and troubleshoot issues quickly using accurate audit information, so to avoid outages, as well as automating their manual processes to leverage a competitive advantage through speed of innovation and accuracy of change. Embracing automation allows organizations to react to market trends much faster than the competition through greater agility and adaptability. This in turn leads to a significant improvement in responsiveness to customers and ultimately an increase in market share, especially in an age where technology and customer preference change at an incredible pace.

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## AUDITING – WHAT IS DISRUPTING THE SYSTEM?

### YOUR BUSINESS DEMANDS VISIBILITY INTO SLA DEPENDENCIES

Business operations rely on IT services. When things go wrong in vastly complex systems, the identification and classification of the issues need to be achieved automatically and where possible, the responses predefined. We believe the capability to track the evolution of exactly how your UC or CX solution is configured is a critical requirement for any solution. It enables a business not only to improve their troubleshooting and RCA efforts but allows a business to ensure design is consistent in a simple and efficient way.

For most solutions, the configuration information is not very business friendly, requiring an experienced engineer to either delve into the solution to extract configuration or to switch on logs to achieve the same result. Both processes are lengthy, are not very accurate (as by the time all the configuration is captured something has changed already) and potentially risky (ask any engineer the risks of turning on logging to a detailed level).

Through our Audit Solutions we not only identify all changes on a target platform but look at the application's in-flight behaviour, to ensure that its critical systems and services are in good health and operational. We watch the business demand profile hitting the application and compare it to the temperature of the supporting infrastructure and existing monitoring tools. This allows us to identify sudden changes in the operational status and ask the audit trail "what has changed, who changed it and when it was changed?".

An outage or a service degradation can then be seen, and the cause identified, in just minutes rather than hours. The savings to the business by either avoiding an outage or resolving an outage in minutes is huge.



"We believe the capability to track the evolution of exactly how your UC or CX solution is configured is a critical requirement for any solution..."

# AUTOMATING YOUR DEVOPS

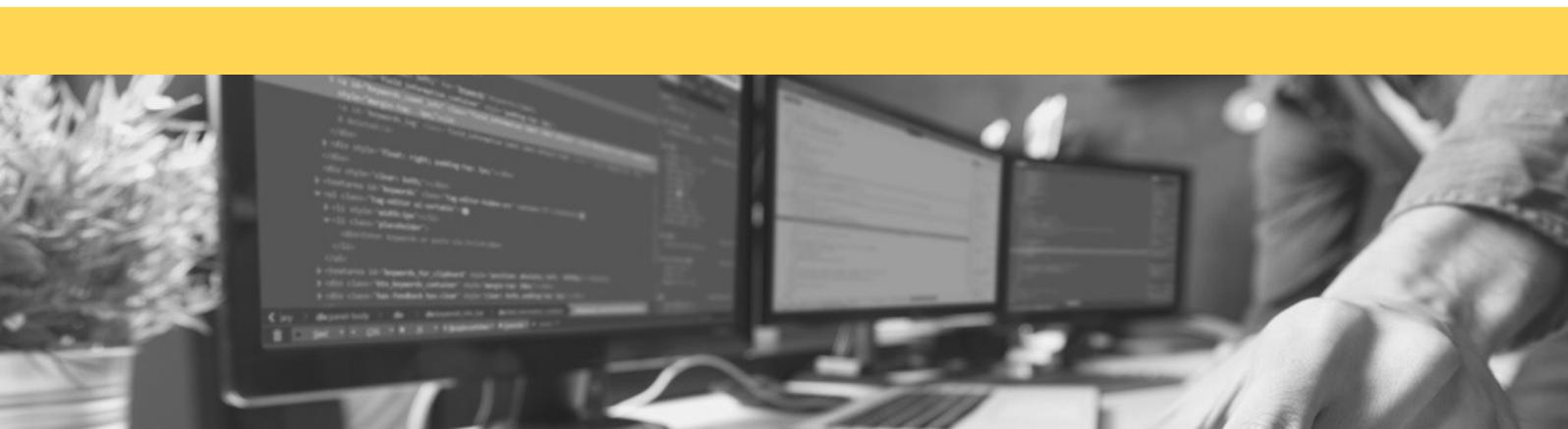
## YOUR BUSINESS DEMANDS AUTOMATION AND SPEED OF INNOVATION

Currently DevOps (an abbreviation of Development and Operations) is a tooling to automate the process of deployments, integration and testing. The definition of DevOps can be very different from business to business, however, DevOps is creating a worldwide buzz due to its ability to reduce the potential for errors and shortens cycle times, decrease IT operational costs while improving software quality and speeding up time to market.

DevOps reorganizes software development and operational departments in order to remove the operational boundaries that currently generate inefficiencies in terms of time to market for new features and software quality. It includes the implementation of Continuous Delivery, Continuous Integration, Automated testing, Application monitoring and other best practices in Software Development and Operations

DevOps is the movement away from the traditional model of software delivery whereby organizations deliver their applications in a step by step process through the various teams within the business.

Typically, once the requests have been made and the change window opens, the developers will write the applications before passing it to other departments within the organization for testing and quality assurance. Once the testing has been completed the release team then carry out their work and testing and only then does the package get deployed.





## THE TRADITIONAL DEPLOYMENT MODEL



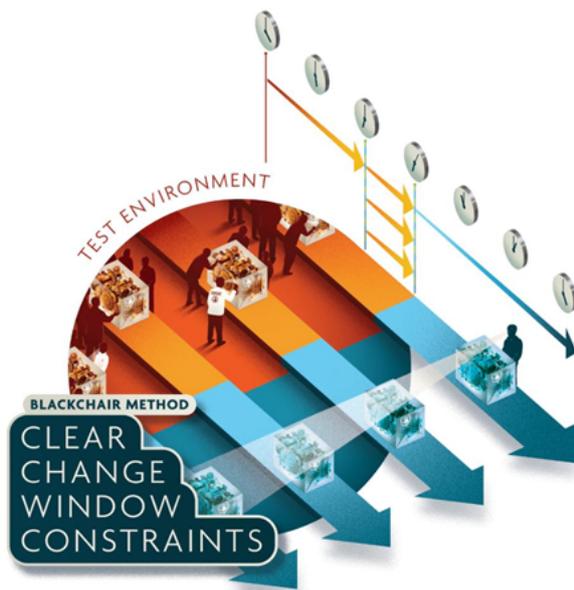
The challenge with this traditional delivery model is that environments can change in the business, so what was originally developed and tested may now not work in production. We also see this model becomes a bottle neck within the business due to human error, individual autonomy, slow feedback and the organizations restrictive process as it focuses on trying to minimize the risk of change instead of driving agility.

It would appear, everything is done manually, as soon as the change window opens. Change windows open out of hours and there is a sudden and frantic late night/early morning panic as these changes are deployed. Worse still is when a change goes wrong and the contact centre is then unable to open for business as usual. This then adds a whole new dimension to being able to trouble shoot the issue quickly.

## DEVOPS MODEL

Any effective effort to improve operational performance starts by addressing your constrained resources within the business and building a process to optimize them to drive efficiencies.

Devops Automation allows organizations to slash production defects during constrained activities, meaning that packages of change can be built well in advance of the change window opening and these packages can be tested before deployment into a production environment.



Deploying a DevOps strategy and tolling allows organizations to:

- Reduces unplanned work relating to failed projects and lowers the opportunity costs
- Shortens time to market and support constant innovation
- Reduce work-in-progress queue and increase workflow delivery
- Recover the intellectual capital of your constrained resources and let Blackchair automate the heavy lifting of change and configuration management. Remove the constraints in the DevOps process that slow down time to market and improve efficiency for business innovation. Help IT improve performance and efficiency through quality and continuous improvement in order to accelerate time-to-value.
- Regulatory and compliance obligations

## GET TO MARKET NOW

When you have the idea first, get it to market first. Leverage your competitive advantage through speed of innovation and react to market trends faster than your competition through greater agility and adaptability.

Increased responsiveness to your customers will lead to an increase in market share for your company.

## DELIVER CONSISTENT AND PREDICTABLE VALUE

Whether the business is growing, acquiring, merging or reorganizing, the role that IT plays in executing that vision is now even more critical to achieving the result.

Taking friction out and relieving the constrained IT resource pool, should be a priority within business critical objectives. Strategic initiative execution needs to protect margin and drive opportunity for cost reduction in the process of supporting growth.



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## SUMMARY – AUDITING

Remember, you get what you inspect, not what you expect.

### **Change Management - Audit all Configuration active in life cycle platforms**

- Critical Systems Dashboard: Reduced time troubleshooting issues and outages
- Security, Compliance, Fraud Prevention through forensic audit trail reporting

### **Shorten time in delivery of Migration, Merge, Upgrade or New build**

- Improve the configuration quality with detailed real-time system comparisons
- Faster auditing – Proactive watch list alerting of critical changes - quicker response to anomalies.

### **Control Operational Costs**

- Audit your License Usage
- Study fungible Asset Management

### **Resolve issues Quickly**

- With 24/7 live Audit, know instantly what has changed in any environment

- Proactive watch list alerting of critical changes – leading to an overall faster MTTR
- Audit provides clear reporting for internal projects and for any potential external audit activity including compliancy and security
- Maintains a complete version history, cradle to grave, of Avaya Communication Manager & System/Session Manager Objects
- Ability to instantly rollback any suspect objects configuration (requires automation)
- Full reporting suite wrapped around YOUR data
- Comparison of Avaya application configurations within an across environments takes seconds, not days. Easily maintain standards by ensuring your production solutions adhere to the standards built in your standardized, reference solution



"With 24/7 live Audit, know instantly what has changed in any environment..."

## SUMMARY – DEVOPS

Blackchair reduces the preparation and manual effort required by 50-60%, providing continuous policing of change to avoid auditing surprises. Our services eliminate Regulatory non-compliance caused by invisibility to IT changes.

**Extract up to 17X more value from constrained resources**

**The Change Window is now an unconstrained opportunity for execution**

- Speed and Quality: 3 weeks of change done in the first 5 mins of the change window
- High-Quality Change in Rigorous Release Package Auditing
- Clean, fast rollback of an entire Automation Package releases

**Highly Prized Knowledge workers time is preserve adding to Workstream Packages**

- Test the logic, prerelease environment and post package release
- Remove triple entry by Package Promotion in Dev, Test, Acceptance, Production
- Do not type into Production Systems anymore
- Platform Consistency Management

**"Blackchair's Service supports the growth model by improving scalability and automation of processes...."**

