

blackchair



blackchair  magnus

AI Ops Analyst

Transforming the Operational Experience
(OX) for better business outcomes.

Magnus is part of the team, invite it to join the conversation in Zoom, Webx, or in-person meetings.

Get instant insights and answer complex questions in real-time.

Generate comprehensive reports with recommendations in 30 secs that would take the whole team a week.

See cause and effect. Act with confidence. Improve CX outcomes.



Why Magnus Is Different

Most analytics tell you what happened.
Magnus tells you why — and what to fix.

Magnus correlates four critical datasets in near real time (1–15 minutes):



Configuration



Dependency and hierarchy



Demand change



Performance outcomes

This enables true cause-and-effect analysis, not guesswork.
Configuration + Dependency + Performance = Cause and Effect
That's CX gold.

What You Get

An AI Ops Analyst that never sleeps.



Detects emerging issues before they become outages



Explains service level drops with evidence, not assumptions



Quantifies the impact of configuration changes



Turns days of analysis into seconds



Reduces risk, cost, and operational complexity

No more blind spots.
No more risky changes made in the dark.

Core Intelligence Areas



The Impact of Change on business outcome

- Identify which changes had the biggest impact on service, containment, or idle time
- Track change patterns, rollbacks, and high-risk behaviour
- Improve governance and reduce operational risk

Dependency & Impact Analysis

- Understand downstream impact before making changes
- Map toll-free → IVR → queue → volume → performance relationships
- Identify fragile dependencies driving degradation

Business, Governance & Risk Intelligence in Contact Center design

- Permission risk, technical debt, and redundant configuration detection
- Resource optimisation through design
- Root-causes in the design for service level impact

IVR & Self-Service Performance

- Containment trends and anomaly detection
- Correlate IVR changes to customer drop-off and escalation
- Pinpoint friction and frustrated exits

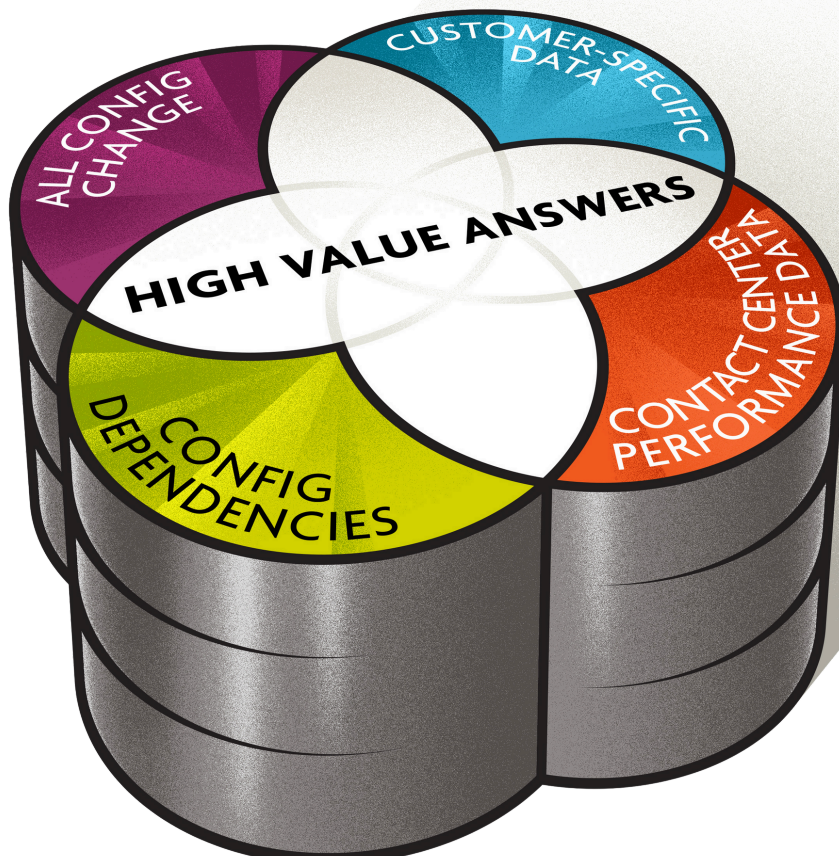
Demand, Service & Agent Performance

- Volume, service level, abandon, and callback correlation
- Agent utilisation and eligibility insight
- Detect volatility in routing, skills, and schedules

In Magnus' Words

"I analyse configuration, change activity, demand, and performance data to explain what changed, what was impacted, and where operational risks and CX optimisation opportunities exist."

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Want to talk to Magnus?



www.theblackchair.com



US: +1 619 851 0228



enquiries@theblackchair.com



UK: +44 800 433 2030

Learn more



@_Blackchair



company/blackchair