



# What is a migration profile?



# WHAT IS A MIGRATION PROFILE?

A migration profile is a crucial part of CX migration from multi-premise to cloud and can be used to build out a migration strategy to move from migration to service delivery.

In CX migration, a migration profile is designed when cleaning up legacy systems and is made up of 3 components.



## Human Resources configuration


This aspect of the migration profile covers all matters related to agent performance, including safeguarding

## Technical Configuration

Consists of the technical architecture, data issues, and geographical distribution. It is the aspect of the migration profile that covers real-time monitoring and historical reporting.






including safeguarding continuity to make CX migration as smooth as possible.



## Business rules configuration

Covers many important matters related to agent performance, self-service retention, the demand profile, and user manipulation of the configuration.

Check out our [Blackchair webinars](#) to know more about CX migration.

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