

What is a migration profile?



WHAT IS A MIGRATION PROFILE?

A migration profile is a crucial part of CX migration from multipremise 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

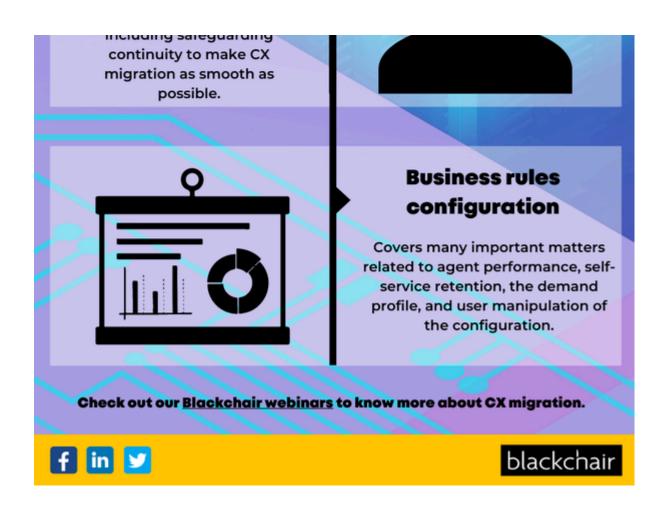
This aspect of the migration profile covers all matters related to agent performance,

Configuration

Technical

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.





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