

Migration Strategy Checklist

To achieve digital transformation, many companies are migrating their contact center infrastructure to the cloud. This provides flexibility and rapid access to new features and capabilities. But for enterprises, migrating a contact center to a new platform is a significant undertaking. Use this migration strategy checklist to prepare for this project, and think through all the elements of your migration project.

Trunking	In Place Today	Migration Plan	Validation Plan
Total Capacity			
Max CAPS			
Correct Termination			
Burst Capacity			
High-Availability Tested			

Outbound	In Place Today	Migration Plan	Validation Plan
Total Capacity			
Max CAPS			
CPD Validated			
Burst Capacity			
High-Availability Model Tested			
Calling List Generation			
Callback Option			

Media	In Place Today	Migration Plan	Validation Plan
Chat			
Email			
SMS			
Social Media			
Phone Apps			

IVR	In Place Today	Migration Plan	Validation Plan
App Designs (Chg/Retain)			
Web Services			
DB Lookup			

Continued

Routing	In Place Today	Migration Plan	Validation Plan
Queue Model			
Strategy Changes			
CTI Data Attached			
Omnichannel Journey			
Callback Triggering			

Reporting	In Place Today	Migration Plan	Validation Plan
Real time			
Historical			
Dashboards			

Agent	In Place Today	Migration Plan	Validation Plan
Desktop Apps (Fat/Thin)			
WFO			
WFM			
Call Recording			
Call Monitoring			
Wallboard Support			
Phones (Soft/Hard)			
Login Capacity (Simultaneous)			



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