

Are You Keeping Pace with CX Modernization?

By 2026, 89% of enterprises expect to compete primarily on CX—not product or price.

Customer experience is now the main battlefield for competitive advantage. As expectations surge, your technology must evolve just as fast.

The question is no longer *if* you modernize, but *how quickly—and without disruption*.

Use this quick CX checklist to benchmark where your organization stands against leading CX modernization trends.

1. Modernize Without Disruption

Is your communications infrastructure built to evolve—without risk or downtime?

- Mapped all current UC and contact center assets and defined a clear hybrid migration path.
- Adopted a phased modernization approach to minimize risk and avoid costly contact center downtime.
- Evaluate UCaaS options early, the right partner accelerates selection, migration, and deployment.
- Plan ahead for ISDN/PSTN switch-off deadlines to ensure a smooth, compliant transition.
- Partner with migration experts who guarantee continuity, compliance, and zero downtime.



Tip: A hybrid migration framework lets you modernize at your own pace—protecting uptime, compliance, and your CX investment.

2. AI-Powered Customer Journeys

Can your agents and customers actually harness AI capabilities today?

- Leveraging AI for routing, analytics, or self-service to reduce cost-per-call and improve CSAT.
- Implement agent-assist tools, intelligent virtual assistants (IVAs), and predictive analytics to boost efficiency and personalize experiences.
- Continuously refine customer journeys and agent performance using AI insights and real-time feedback loops.
- Confirm your UCaaS/CCaaS platform includes native AI capabilities to future-proof your CX investments.
- Use AI-driven compliance monitoring, voice biometrics, and behavioral analytics to enhance security and meet regulatory standards.



Tip: Intelligent automation amplifies efficiency, compliance, and satisfaction across every interaction.

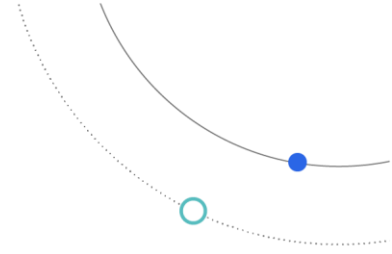
3. Omnichannel Engagement

Do your customers experience seamless service across every channel?

- Unify voice, chat, email, and social channels under a single, integrated system.
- Connect customer data across every channel so context follows each interaction.
- Address the context gap—only a small percentage of businesses carry full history across channels.
- Eliminate repeat explanations by ensuring shared centralized customer information.
- Track all CX metrics in one unified dashboard to measure engagement, consistency, and service quality.



Tip: Bring every touchpoint—voice to digital—into one continuous, connected experience.



Your Score: How Future-Ready Is Your CX?

Count your checkmarks:

Score	Readiness Level	What It Means
13-15	Ahead of the Curve	You're operating like a CX leader. AI, hybrid, and omnichannel are strategic enablers. Now is the time to optimize performance and explore CX innovations.
8-12	On the Path	You've started modernization but have gaps in automation, integration, or migration planning. A C1 Total Care assessment can reveal quick wins and hidden risks.
0-7	At Risk	Legacy systems may be limiting your CX agility, compliance, and competitiveness. A hybrid roadmap can help you modernize safely—without disrupting operations.

Next Step: Optimize your communications with Avaya + C1

See how C1 Total Care with Avaya can simplify management, strengthen compliance, and enhance performance across your communications environment.

Start with a C1 Total Care with Avaya Assessment.

[Talk to an expert.](#)



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