

CSG Solutions and Services	Relevant Applications	IT General Control Objectives	Business Process Ctrl. Objectives
<b>Revenue Management and Digital Monetization</b>			
<i>Ascendon</i>			
Ascendon Platform	Invision	CO 1-2, 5-12	CO 13-14
<i>Advanced Convergent Platform</i>			
Advanced Convergent Platform (ACP)	Communications Control System (CCS) SmartLink BOS (SLBOS)	CO 1-12	CO 15-17
ACP Voice	ACP Voice	CO 1-2, 4-12	CO 15-17
Advanced Customer Service Representative (ACSR)	ACSR	CO 1-2, 4-12	CO 15-17
Product Configurator (PC)	PC	CO 1-2, 4-12	CO 15-17
Business Reporting	Vantage Vantage Plus RMS	CO 1-2, 4-12	CO 15-17
<i>Singleview</i>			
Revenue Management and Convergent Rating and Billing	Singleview	CO 1-2, 4, 6-7, 9-12 (CSG-hosted only)	Not in-scope
<i>Digital Mediation</i>			
Intermediate (IME or PREP)	IME	CO 1-2, 4-10, 11-12	CO 20 (Service Bureau) CO 22 (Managed Service)
<i>Digital Wholesale</i>			
Carrier Access Billing (CABS)	Interconnect Carrier Access Billing (CABS) Interconnect (ICT) Dispute and Reconciliation Manager (DRM)	CO 1-2, 4-10, 11-12	CO 21 (Service Bureau) CO 22 (Managed Service)
Exchange	Exchange	CO 1-2, 4-10, 11-12	CO 22
Route	Route	CO 1-2, 4-10, 11-12	CO 22
Software as a Service	Interconnect (ICT SaaS)	CO 1-2, 4-10, 11-12	CO 21

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<b>Customer Communications Management</b>			
<i>Digital Messaging</i>			
eCare Services	Precision eBPP Precision eCommerce Kiosk	CO 1-2, 4-12	CO 15-17
Interactive Messaging (For Collection, Prescription Refills, and Fraud Services)	Campaign Manager System Manager Interactivate (IAT)	CO 1-2, 4-10, 12	CO 19
<i>Field Service Management</i>			
Field Service Management	FSM	CO 1-2, 4-12	CO 15-17
<i>Output Solutions</i>			
Print and Mail Services	Statement Composition Workflow Integrator & Navigator (WIN) Printstream	CO 1-2, 4-12	CO 18
Viewing and Archival	On-Bridge	CO 1-2, 4-12	CO 18
<b>Payment Services</b>			
<i>Payment Manager</i>			
Payment Manager	Payment Manager	CO 1-2, 4-12	CO 15-16
<i>CSG Forte</i>			
CSG Forte Payment Systems	Dex WebTools	CO 1-2, 4-12	CO 23
	Transaction Processor BillPay	CO 1-2, 6-12	CO 23