



CSG CONFIGURE, PRICE AND QUOTE

AUTOMATE CONFIGURATION, PRICING AND QUOTE MANAGEMENT FOR DIGITAL SERVICES

5G and IoT, as well as new multi-party business models such as B2B2X will accelerate the need for sophisticated and integrated catalog driven CPQ, order management and monetization.

The CSG Configure, Price and Quote (CPQ) solution enables service providers to configure products with live pricing, creating comprehensive orders that seamlessly flow from quotes to fulfillment. With our API-powered CPQ applications, your customers can self-quote from within their self-service channels, and sales teams can quote from within your CRM system.

QUICKLY DEFINE AND LAUNCH NEW OFFERS

The CSG CPQ solution enables pricing for all offerings defined in the CSG Catalog solution, as well as additional non-catalog items (e.g., professional services, site build, etc.)

Implement baseline and customer-specific price books, where applicable, for all offerings and their variants. This includes the means to apply manual prices during order capture.

The CSG CPQ solution enables process-driven quote-to-order, including managing the quote acceptance process and any relevant contract details in orders and their underlying inventory. Future changes to an inventory item often require updates to contract terms and pricing, which are then recorded against the order and version inventory.

CPQ FUNCTIONALITY

The CSG CPQ solution includes the following functions:

- **Configuration**—Build solutions with multi-line orders that capture complex relationships while making pricing and fulfillment simple
- **Live pricing**—Watch pricing update instantly as orders are configured, and see price policies and discounts applied in real time
- **Approvals management**—Manage the quote approval process with out-of-the-box workflows that enable seamless stakeholder sign-off



BENEFITS

Make the Complex Easier

- Leverage fully integrated concept-to-cash solution with CSG Catalog and Order Management components
- Increase automation and efficiency to reduce work effort and costs
- Make complex enterprise and wholesale B2B/B2B2X service offerings more sophisticated

Reduce Costs and Time to Market

- Enable rapid service modeling, creation and launch
- Offer multichannel self-service and CRM quoting with flowthrough into ordering, activation and beyond
- Provide a single source of truth, shared between the service provider and customers

Built on Strong Foundations

- TM Forum Framework Business Process Framework (eTOM), Information Framework (SID) and Open API conformance
- Cloud-ready architecture
- Catalog-driven with no coding required

WHY CSG?

CSG delivers transformational outcomes in configure, price and quote (CPQ) and order management, solving the complex challenges presented by enterprise (B2B), wholesale (B2B2X) and multi-play B2C segments. Our solutions leverage a fast-to-market, catalog-driven and cloud-preferred approach, enabling communications and digital service providers to launch new products and services in hours instead of weeks or months.

CSG is uniquely positioned to help service providers succeed in delivering complex digital offerings by managing the dual challenges of B2B2X relationships with both customers and partners. Our solutions can be deployed to seamlessly deliver multi-party digital offerings to all customer segments with order, fulfill and bill capabilities. In parallel, service providers can use the solutions to automate onboarding, advance innovation and streamline settlement with a rich ecosystem of partners.

ABOUT CSG

CSG is a leader in innovative customer engagement, revenue management and payments solutions that make ordinary customer experiences extraordinary. Our cloud-first architecture and customer-obsessed mindset help companies around the world launch new digital services, expand into new markets, and create dynamic experiences that capture new customers and build brand loyalty. For nearly 40 years, CSG's technologies and people have helped some of the world's most recognizable brands solve their toughest business challenges and evolve to meet the demands of today's digital economy with future-ready solutions that drive exceptional customer experiences. With 5,000 employees in over 20 countries, CSG is the trusted technology provider for leading global brands in telecommunications, retail, financial services and healthcare. Our solutions deliver real world outcomes to more than 900 customers in over 120 countries.

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