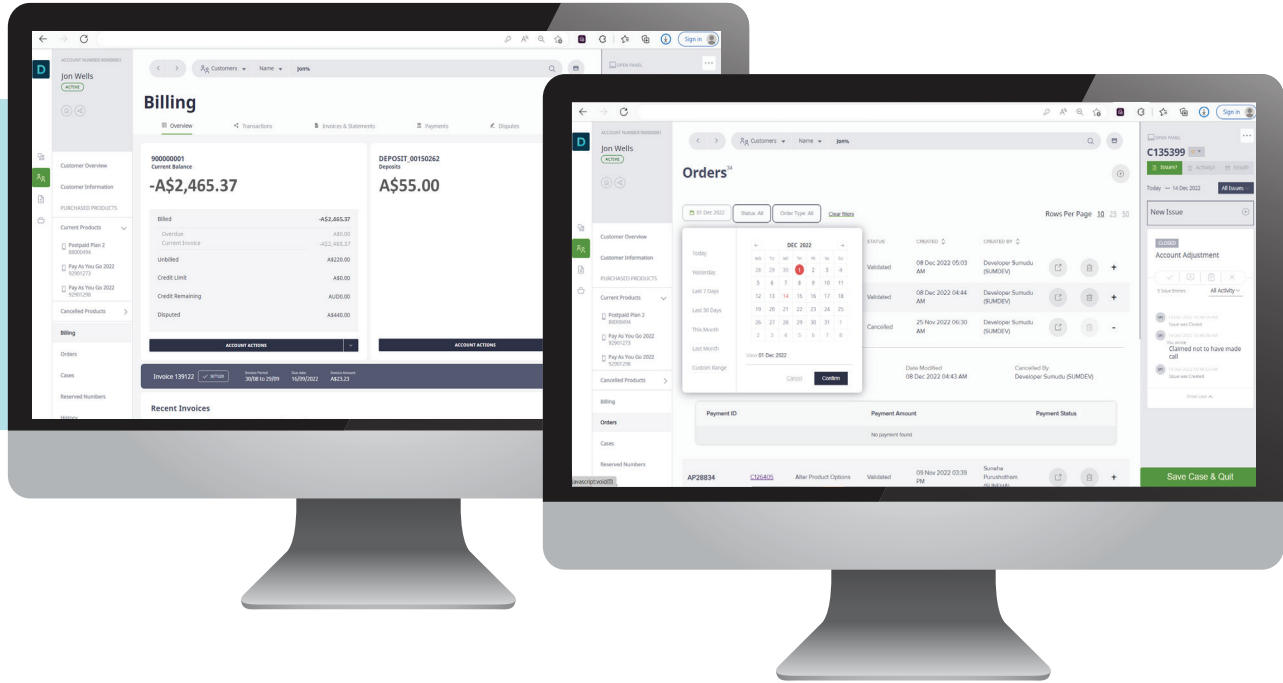# Transform your contact center into a competitive advantage
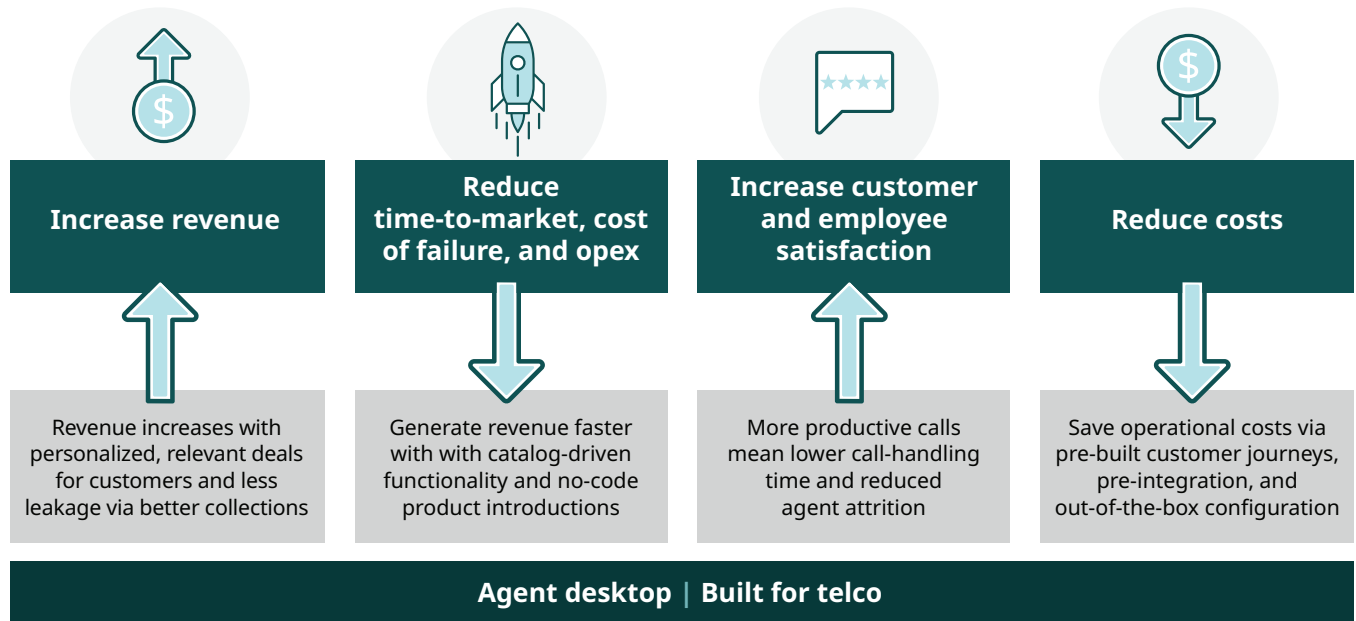
Help Agents Solve Problems Faster

Your agents are the face of your company. You depend on them to deliver great customer experiences – but can your agents depend on your systems?

When agents struggle to find the information they need, it's frustrating to both them and the customer. Needs are not met, and relationships break down. But if your agents have the right tools and data on-hand, they can address any issue and build customer trust, all while being empowered to sell.

Give your agents and customers exactly what they need with **Customer Connect – the agent desktop built for telco.**

Increase revenue	Reduce time-to-market, cost of failure, and opex	Increase customer and employee satisfaction	Reduce costs
Revenue increases with personalized, relevant deals for customers and less leakage via better collections	Generate revenue faster with with catalog-driven functionality and no-code product introductions	More productive calls mean lower call-handling time and reduced agent attrition	Save operational costs via pre-built customer journeys, pre-integration, and out-of-the-box configuration

Agent desktop | Built for telco

Customer Connect Delivers Quality Contact Center Experiences

When your agents have the right information at their fingertips, they can help establish strong customer relationships. Your customers feel heard and have their needs met – so CSAT goes up.

Your agents can then build and monetize these relationships by providing relevant, timely information and offers.

Customers get the personalized offers they love, and employees have everything they need to thrive.

Manage Customer Service and Sales Across the Customer Lifecycle

Customer Connect supports order-to-cash business models for any kind of customer activity, from sales to post-billing support and service.

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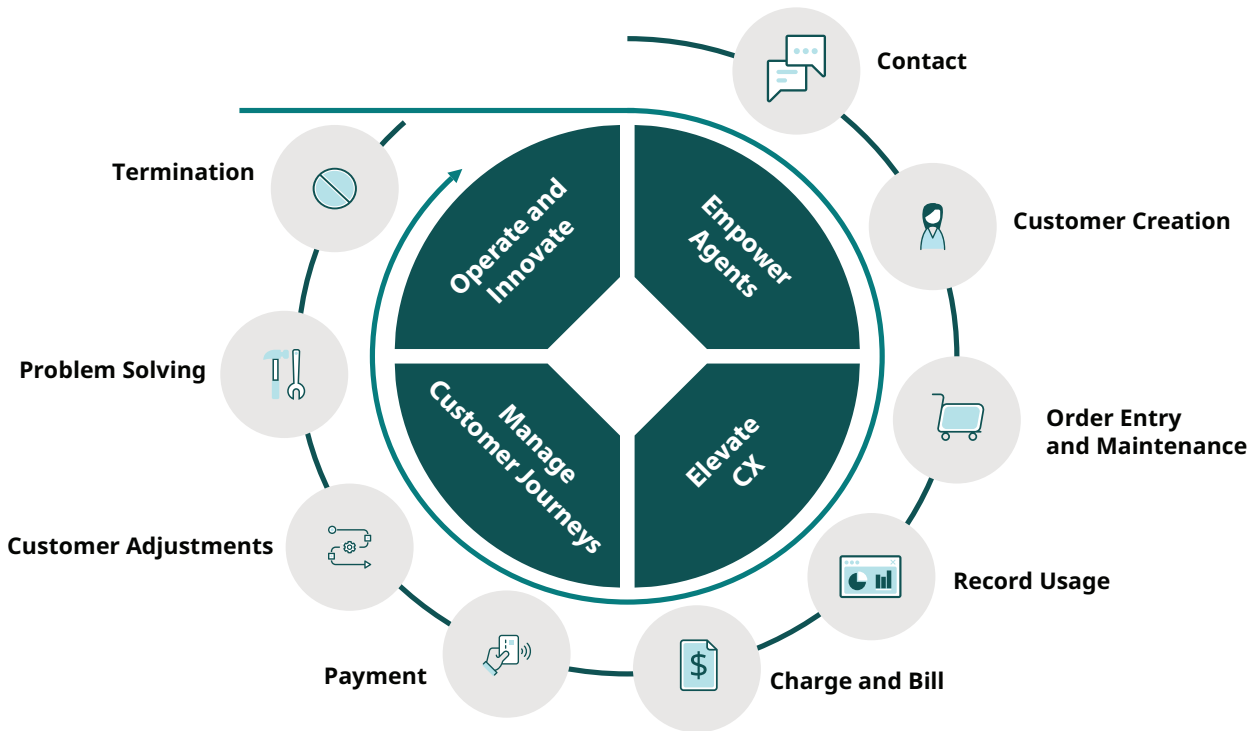
Customer Connect is designed with agents in mind, with a modern UI, summary views and drilldowns to help prioritize what matters most. Agents can help customers solve their problems faster with pre-built case types for bill inquiries, adjustments, customer service and more.

Beyond solving complex customer service issues, agents can use Customer Connect to proactively offer incentives to customers. Agents have a real-time view of customer activity and their history, detailing current services and compatible upsell opportunities. Pre-integration with your billing system means that agents are always ready with retention offers, plan adjustments and add-ons, helping to generate revenue every step of the way.

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Customer Connect Features

Customer Connect includes the following features, grouped by TM Forum Applications Framework (TAM) Domain.

Domain	Customer Connect Feature	Framework Application	How it Works
Market and Sales	Customer Information Management	Channel Sales Management	Track customers from initial point of contact through to recommendation of specific products and offers via multiple channels including voice, e-mail and SMS.
		Sales Account Management	Record details of customer and contacts, including customer hierarchies and relationships, preferences and consent for information use.
	Order Handling	Solution Management	Manage the customer interaction through the selling, up-selling, and cross-selling processes, including order entry, configuration, pricing, negotiation and quoting. Tailor configuration, quotes and order entry within catalog-defined parameters.
Product	Order Handling	Product Catalog Management	Leverage out-of-the-box pre-integration with your CSG Revenue Management system's product catalog and catalog-driven architecture. Define groups of products for promotions, recommendations and retention.
Customer	Customer Information Management	Customer Information Management	Guide the narrative with the customer to capture all initial information to enable selling and billing care. Build the comprehensive history of multichannel conversations with each customer through orders, cases, issues and billing inquiries.
		Customer Service Representative Toolbox	Provide the call center agent with tools to access customer information from one set of extensible and adaptable screens.
		Privacy Dashboard	Ensure that customer preferences for the use of personal information are adhered to.
	Billing Care	Customer Problem Management	Provide a comprehensive view of a customer's multichannel history so that issues can be tracked through pre-defined workflows in a professional and informed manner. Record and act upon feedback and complaints.
		Receivables Management	Track all payments, including voucher and loyalty point redemptions.
		Billing Inquiry, Dispute and Adjustment Management	Provide your agents with one-pane-of-glass view to handle inquiries, disputes and adjustments.
		Collection Management	Help your agents apply pre-defined policies through collections and treatment processes to effectively reduce revenue leakage whilst maintaining a strong relationship with the customer.

Domain	Customer Connect Feature	Framework Application	How it Works
Customer	Billing Care	Case Management	Create cases for every customer interaction with automated effort and time tracking, action tracking and a graphical timeline of customer interactions across multiple cases and channels.
		Charge Calculation and Balance Management	Help the customer manage balances across multiple services in their portfolio incorporating partial payments, entitlements, sharing allowances, voucher and loyalty point redemption.
		Customer Loyalty Management	Allow loyalty points to be redeemed against outstanding balances.
Resource	Order Handling	Service Inventory Management	Build a customer's portfolio of services through upselling and cross-selling. Enforce eligibility rules so that specific customers can access services designed for them.
		Service Order Management	Execute an order management process, including Configure, Price, Quote (CPQ), activation and verification steps.
	Billing Care	Voucher Management	Allow vouchers to be redeemed against outstanding balances.
Enterprise	All Components	Security Management	Authenticate agents and control which screens, menus and fields they have access to based on agent group profiles.
Integration Architecture	All Components	General Support for BPM, EAI and API Management	Integrate with a wide set of third-party platforms to enrich the information and functions agents can access (e.g., identity management, payments). Expose Customer Connect features to external self-service platforms using TM Forum Open APIs.

Contact us today to transform your contact center into a competitive advantage.

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