



# Drive an Exceptional Customer Experience in The Tolling Industry

Supporting over 1.5 billion customer interactions per year

## Connect Seamlessly With Your Customers on Any Channel to Improve Collection Rates

From design to delivery, CSG solutions help customers maximize the value of their print and digital communications. Today, all channels are on all the time, leading to digital fatigue and making it difficult to capture customer attention. It's crucial to not only have a deep understanding of when, where, and how customers would like to receive communications, but also to empower them with a frictionless self-service experience.

CSG takes a holistic and data-driven customer journey approach. We leverage best practices and technological advancements from a multitude of verticals to help our customers see real business results.

### The Benefit To Your Business:

- Reduce call center volume and average handle time
- Reduce cost to collect
- Reduce lost revenue
- Improve customer and employee satisfaction Improve time to payment



**1.5 BILLION INTERACTIONS PER YEAR**  
Reaching 62% of all U.S. households monthly



**80 MILLION DOCUMENTS PRINTED PER MONTH**  
Top 10 USPS First Class Mailer



**\$ 5.3 BILLION**  
Process 310 million annual credit card payments & 137 million ACH payments



## SECURITY AND QUALITY CERTIFICATIONS

Core competencies also encompass PCI DSS, NIST, HIPAA, GDPR, SSAE SOC1, and CCPA

**CSG Solutions**



**Customer Communications**

Let people connect to their tolling provider anytime, anywhere, on any device

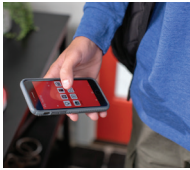
- End-to-end management of all communications channels
- Fully-integrated print & mail, voice, SMS, email, social media and more
- Content design and presentation tools
- Ensure compliance and improve engagement



**Payments**

Enable tolling operators to accept payments through any channel

- Credit card and ACH payments
- Online, in-person and mobile platforms
- Secure and compliant transactions experience



**AI-Driven IVR**

Provide tomorrow's service experience, available now in 88+ languages

- Scalable, device-agnostic AI applications
- Leverages multi-intent understanding and contextual awareness
- Draws from organization's knowledge base



**Customer Journey Management**

Drive contextual, real-time communications

- Build a real-time unified customer profile
- Trigger next best action to deliver personalized experiences
- Leverage journey analytics to optimize with every interaction



**Experience Design**

Turn everyday interactions into outstanding digital experiences

- Consulting and research services
- UX and UI design
- Online self-service portals

**Why CSG**

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. Our customer experience, billing and payments solutions help companies of any size make money and make a difference. With our SaaS solutions, company leaders can take control of their future, and tap into guidance along the way from our more than 5k-strong experienced global team. Want to learn more about how to be a change maker and industry shaper like our 1,000-plus clients? Visit [csgi.com](http://csgi.com) to learn more.

**Customer Successes**

- **Creative Processing Solutions**—\$1M+ savings in postage annually for MDTA
- **Bill Redesign**—ADT saw a 20% reduction in call volume when they redesigned their bill with CSG
- **Cost to Collect**—Major American bank saw 3x increase in responsiveness to SMS message improving cost to collect
- **Smart(er) Notifications**—Top-tier bank saw 12% reduction in inbound call volumes and 46% reduction in cost-per-call by leveraging interactive omni-channel alerts