



INTERNATIONAL

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North American BPO Provider Selects CSG to Improve Customer Interaction Management

CSG CallCanvas Express Offers Flexible Cloud-Based Infrastructure Management

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- CSG International ([NASDAQ: CSGS](#)), a global provider of interactive transaction-driven solutions and services, today announced that a North American business process outsourcing (BPO) provider has selected CSG CallCanvas Express (CCX) to boost flexibility and adaptability in automated call flows.

CSG CCX provides a front-end software-as-a-service-based (SaaS) infrastructure that streamlines technology integration and reduces costs. The solution supports the creation of outbound messaging services, inbound IVR, and automated survey tools that allows clients to expand platform capabilities through a seamless configuration tool to support new business growth.

"CSG CCX allows interactive messaging customers to develop, maintain, and implement custom call flows and applications with any degree of CSG staff support they require," said [Chad Dunavant, vice president of North American products](#) at CSG. "The solution delivers unparalleled flexibility in the development process and can be deployed in cloud models at the pace of the client's business needs."

CCX also provides appointment notification and automated collection call flows, tools to manage IVR prompts, and training programs customized to individual client needs.

About CSG International

[CSG Systems International, Inc. \(NASDAQ:CSGS\)](#) is a market-leading business support solutions and services company serving the majority of the top 100 global communications service providers, including leaders in fixed, mobile, and next-generation networks such as AT&T, Comcast, DISH, Orange, Reliance, SingTel Optus, Telecom New Zealand, Telefonica, Time Warner Cable, T-Mobile, Verizon, Vivo, and Vodafone. With more than 30 years of experience and expertise in voice, video, data, and content services, CSG International offers a broad portfolio of licensed and Software-as-a-Service (SaaS)-based products and solutions that help clients compete more effectively, improve business operations and deliver a more impactful customer experience across a variety of touch points. For more information, visit our website at www.csgi.com.

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