



INTERNATIONAL

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CSG Customer Communication Center Wins TMC CUSTOMER Magazine's 2014 Product of the Year Award

Solution Selected for Exceptional Innovation in Customer Care and Service

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG International, Inc.](#) ([NASDAQ:CSGS](#)), a global provider of interactive transaction-driven solutions and services, today announced that it has been chosen as a TMC *CUSTOMER* 2014 Product of the Year Award winner.

CSG was selected for its [Customer Communication Center \(CCC\)](#), a powerful, industry-leading communication management platform. CCC empowers clients to meet the increasing and evolving demands of connected consumers with integrated, multichannel options. The solution is designed to educate, engage, and connect with customers in all of the ways consumers choose to be connected. It is technology agnostic and can be integrated quickly and easily via Web services or plug-and-play adapters.

"On behalf of both TMC and *CUSTOMER* magazine, it is my pleasure to honor CSG with a 2014 Product of the Year Award," said [Rich Tehrani](#), chief executive officer of TMC. "Its Customer Communication Center solution has proven capabilities deserving of this elite status and I look forward to continued innovation from CSG in 2014 and beyond."

Renowned clients that include the largest financial and communication services providers in the world use CCC as part of their enterprise fraud protection strategies, personalized contact offerings, and customer management solutions. CCC's holistic approach incorporates communication preference management services, comprehensive contact history repositories, sophisticated message handling services, and real-time customer interaction tracking that can be integrated with existing databases and channels.

"CSG's Customer Communication Center helps clients understand their current customer experience landscape and identify gaps between that current state and the clients' desired future state," said Jennifer Fellows, vice president of product management at CSG. "The solution supports strategic initiatives that improve operational efficiencies and customer satisfaction using a holistic and engaging interaction management suite, which in turn increases satisfaction, revenue, and long-term growth for clients."

Clients can configure the solution in-house or with CSG's help. To drive efficiencies and boost economies of scale, components of CCC may be delivered in the cloud or as a license-based offering.

For more information about the *CUSTOMER* 2014 Product of the Year Awards, please visit www.tmcnet.com.

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.

About TMC and *CUSTOMER* Magazine

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines and produces a variety of trade events. For more information about TMC, visit www.tmcnet.com. *TMC's CUSTOMER magazine* premiered in September 2012 and is the industry's new, definitive source for news, product information, and strategies for communications that engage customers and potential customers. Please visit <http://customer.tmcnet.com> for more information.

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