Amdocs CPQ Pro

CPQ

Configure Price Quote

Evolving network technologies including 5G are enabling communications service providers (CSPs) to offer enterprise customers advanced connectivity solutions, supported by new opportunities in mobile private networks, edge computing, and more. CSPs are also integrating partner products and services into vertical market solutions, tightly tailored to the digitalization requirements of these customers.

This presents an opportunity for CSPs to capture a larger part of the B2B market by offering tailored solutions which support the objectives of their business customers.

At the same time, generative AI (GenAI) is transforming the way that CSPs interact with enterprise customers, allowing them to increase sales efficiency and boost customer satisfaction through intelligence-driven customer engagement.

In order to capitalize on the B2B revenue opportunity while also reaping the benefits of generative AI, CSPs need a new breed of configure-price-quote software designed from the ground-up with these objectives in mind.

Amdocs CPQ Pro

Amdocs CPQ Pro is a generative AI-powered CPQ solution built from the ground up to enable you to sell more, faster, with increased accuracy and enhanced customer satisfaction.Designed to address the challenges of selling and delivering advanced enterprise services, it brings agility and flexibility to complex commercial processes. It enables enterprise customers to select and buy products and services with ease, in order to meet their specific business needs. And it delivers unparalleled accuracy across the enterprise customer journey.

Amdocs CPQ Pro supports any B2B segment, from SMB and mid-market through to large enterprise and government, and any line of business including fixed and mobile connectivity, ICT solutions and partner products and services.

Generative AI-enriched commerce

Underpinned by amAIz, Amdocs' pioneering telco-grade generative AI framework, Amdocs CPQ Pro enables sales agents and B2B customers to more easily configure, validate and close complex deals – increasing sales and improving customer satisfaction.

GenAI-enhanced product configuration can streamline the product configuration process, making it easier to create solutions which specifically meet customer requirements. It can also identify the probability of a deal closing and suggest alternative scenarios which would make a proposal more attractive. And GenAI-enhanced product validation, ordering and fulfilment reduces errors and identifies potential delays which could seriously impact customer satisfaction.

Amdocs CPQ's generative AI co-pilot is a valuable ally for sales agents, supporting a streamlined customer journey which makes it easier to get deals done.

Partner ecosystem enablement

Supporting the digital transformation needs of B2B customers will require CSPs to create highly tailored product and service bundles which include vertical market software and hardware alongside ICT services and connectivity. This means CSPs will need the ability to seamlessly sell and deliver partner products.

Amdocs CPQ enables the creation of bundles including partner products, supported by compatibility checks to ensure that customers are only offered valid configurations. Pricing and discounting rules can also be applied consistently and accurately, to ensure that products are offered in line with the defined commercial terms.

Complexity managed

Amdocs CPQ supports B2B transactions from simple to complex, enabling CSPs to address a full range of business customer requirements across SMEs, enterprises and government organizations.

Through its support of bulk and mass activities, Amdocs CPQ is able to manage large volume activities which characterize many enterprise-scale orders. By streamlining and automating configuration and validation, CSPs are able to profitably manage what would previously have been labor-intensive processes.

Amdocs CPQ can also manage complex organizational hierarchies, including the ability to merge or split organizations, to provide the maximum flexibility for ongoing account management.

End-to-End Experience

Amdocs' telco-specific CPQ integrates seamlessly with sales force automation/CRM platforms on one side and order management systems on the other, in order to provide a seamless end-to-end commerce experience for business customers. Underpinned by consistent product and service data, this ensures customers can configure and buy solutions that meet their business requirements, which are then delivered as and when they expect.

This enables the end-to-end customer journey that business customers expect, driving customer satisfaction and enabling CSPs to capitalize on the B2B revenue opportunity.

Amdocs CPQ also integrates with billing systems to ensure that customers are billed accurately from the outset.

Customer Engagement Platform

Amdocs CPQ is part of the joint Amdocs and Microsoft Customer Engagement Platform, which delivers pre-integrated capabilities across the customer lifecycle, from prospect through to post-purchase care, specifically tailored for communications services providers.

The Customer Engagement Platform includes AI-enriched marketing, sales, ordering, fulfilment and customer service capabilities. It brings together Microsoft Dynamics 365 with Amdocs' Commerce and Care suite to create a unified, open and cloud-native platform.

Amdocs CPQ also supports seamless integration with other sales force automation solutions.

Amdocs B2B Portfolio

Amdocs B2B Portfolio covers the full B2B customer lifecycle, from product creation through sales to fulfilment and monetization. It enables business customers to buy, manage and consume services with agility, including advanced connectivity and ICT solutions and partner products.

Amdocs' deep knowledge of the CSP market – built on decades of experience serving hundreds of customers globally, coupled with our pre-integrated but modular portfolio – makes us the partner of choice when it comes to addressing the requirements of new B2B revenue opportunities.

Cloud-native and 5G-ready, Amdocs Customer Experience Suite is tailor-made to enable CSPs to address the new business opportunities enabled by next-generation technologies across the customer lifecycle, from product definition to commerce, and fulfilment to monetization.

Contact us to learn how we can help accelerate your B2B journey by modernizing, automating and digitalizing the way you sell, fulfill & operate, and monetize & engage.