

50% Reduction in IT Support Tickets with UX Optimization of Conga CPQ & Billing

Insight

A telecommunications player needed assistance with implementing change management and enhancements to its Conga CPQ & Billing system, supporting their specific CPQ configuration requirements, and planning their monthly agile sprint for Conga/Salesforce Project Management.

Forsys managed the client's CPQ & Billing platform in its entirety, which enabled them to reduce their IT expenditure on support and development, lower the IT support tickets by 50% within a year, and stabilize the application support.



Industry

Telecommunications



Revenue

\$150+ M



Employees

1k+



Headquarters

California, US



Business Challenge

The client needed enhancements in terms of product setup as well as integrations with external systems. While the products needed to be integrated with Salesforce from Oracle, the invoices needed to be integrated back into Oracle from Salesforce.

They also needed help with the CPQ configuration and the agile sprint of each month.

Transformation Journey

We gathered their requirements, managed their production operations, and addressed the issues by building foundational documentation.

The key highlights of the approach to the solution are:

- ✓ Managed users, product & pricing setup, approval processes, quoting flow, templates, X-author app, customizations, Salesforce configurations, production migration, training, best practices, coordinate Conga support, on-production environments, and enhancements.

 - ✓ Supervised incidents management at the JIRA service desk and responded to customers.

 - ✓ Conducted initial analysis and assigned the tickets to other support team members.

 - ✓ Captured and provided the root cause analysis for the tickets assigned.

 - ✓ Coordinated the migration activities with the managed service team to move new changes to production.

 - ✓ Planned & executed sprints using agile methodology, daily & weekly reports, JIRA tracking, and updated details on Confluence and Sandbox landscaping.
- ✓ Provided resolution steps for the incidents opened by customers.

 - ✓ Maintained the list of FAQs/How To documents based on the commonly occurring incidents.

 - ✓ Collaborated & coordinated with the Conga support team for any product-related issues.

 - ✓ Connected with the client's IT team for the daily handovers.

Impact

The key benefits demonstrated by the client:

- Lowered the IT support tickets to 50% within a year with the help of root cause analysis and periodic permanent fixes periodically.
- Reduced IT expenditure on support and development.
- Implemented proactive error notification mechanism curtailed the unbilled revenues.
- Stabilized application support.
- Lowered the induction effort of business users with the help of training documents and the how-to documents.
- Automated synchronization of master data creation.

About the Client

The client is an American video delivery technology and services business that enables companies and service providers to deliver ultra-high-quality broadcast and OTT video services to consumers globally.

Solution Components

Conga CPQ, Conga Billing, JIRA, Confluence