CSG Assure GCS

2025

CSG

Jing Wu, Client Solution Assure

CSG Overview

CSG's technologies and people have helped some of the world's most recognizable brands solve their toughest business challenges and evolve to meet the demands of today's digital economy with future-ready solutions that drive exceptional customer experiences.

40+ Years of Experience	**900+** Clients Worldwide	**120+** Countries Served	**6,000+** Employees	**$1.09B+** Revenue

Customer Experience

- Customer Journey Orchestration & Analytics
- Customer Data Management
- Customer Engagement Channels
- Experience Consulting & Design
- Pre-Built, Industry Specific+ Customer Journeys
- Pre-Configured Integrations

Revenue Management & Digital Monetization

- Unified Product Catalog, CPQ, Order Management and Orchestration
- Mediation/Settlements
- Convergent Rating, Billing and Charging
- Digital BSS/marketplace
- Print Design, Composition, and Delivery
- Wholesale and Partner Management

Payment Services

- ACH Payments
- Credit Card Processing
- POS and Mobile Payments
- Payment Gateways
- Merchant Onboarding & Management Platform

12.3B Journey Interactions	**2.2B** Customer Communications	**110** Customers Worldwide	**$100B** Annual Payments Processed	**900M+** Wireless Subscribers Supported	**500M+** Daily Charging Transactions	**$98B+** Annual Payments Processed	**98k Merchants** in North America	**168M** Payments Transactions

COMMUNICATIONS | MEDIA AND ENTERTAINMENT | GOVERNMENT | FINANCIAL | HEALTH | UTILITIES | RETAIL | HIGH TECH

Challenges in Interconnect Voice

- Migration to IP-Based Interconnects (VoIP, VoLTE, IMS)
  - Interworking between TDM and IP can degrade voice quality (e.g., jitter, latency, packet loss)

- Fraud and Robocalling
  - Interconnect points are major fraud targets (e.g., CLI spoofing, call hijacking, bypass fraud)

- Regulatory and Commercial Complexity
  - Interconnect agreements are bound by varying local regulations, especially around termination rate, data retention

- Quality of Service (QoS) Management
  - Packet-based voice is sensitive to network congestion, unlike legacy TDM
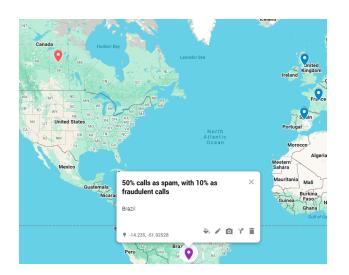
Fraud and Robocalling

Customer Experience = Brand Reputation

Approximately **2,700 robocalls are made every second globally**, equating to over **230 million robocalls per day**

$76 billon

Globally, users are expected to lose over **$76 billion in 2025** to fraudulent robocalls (per Juniper Research)

50% calls as spam, with 10% as fraudulent calls

Brazil

-14.235, -51.92528

Canada: Consumers receive an average of **4 to 5 spam calls per month**, constituting about **20%** of all calls made in the country

Countries like Spain, the United Kingdom, Italy, and France report high percentages of phone spam, ranging from **20% to 24%**

Do you understand the quality of your service
- Can it be *reached* all the time?
- Any fraud activities involved?
  - ❑ **Robot Calling**
  - ❑ **Wangiri**
  - ❑ **FAS, SIM Box, CLI Spoofing**

Do you have a 24/7 proactive monitoring on your services and a clear visibility?

Is there an automatic alert on issue detected?

CSG Assure – Active Testing Platform

How can active testing help

Migration

Simulates **real calls between different network types** (e.g., VoLTE-to-VoLTE, VoIP-to-TDM) to verify call setup, codec negotiation, and signaling MOS

Fraud Detection and Robocalling

SIM Box Detection

CLI Spoofing

Domestic Bypass Detection

Suspicious Frand Number Verification

A2P/P2P SMS Fraud

Commercial Compliance

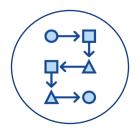Validates that commercial routes match **the agreed rates** and paths.

QoS Management

End-to-end voice quality monitoring using MOS (Mean Opinion Score), jitter, latency, and packet loss measurements. **Proactive** and auto alerting

A Single Platform for Various Fraud Detection

Robot/Wangiri

Dial-back testing
IVR speech-to-text
Test number uploads
Automated checks

SIM Box/CLI Spoofing

SIM box detection
CLI spoofing validation
Routing cleanup
Ad-hoc & Automated

A2P & P2P SMS

Gray route detection
Supplier benchmarking
GT bypass alerts

One Platform. Endless Potential.

Our Test Network Coverage
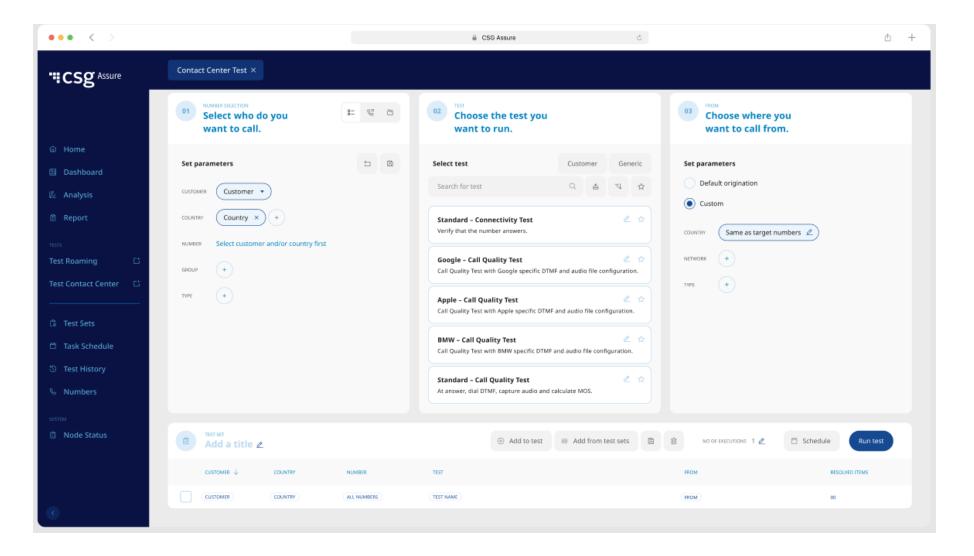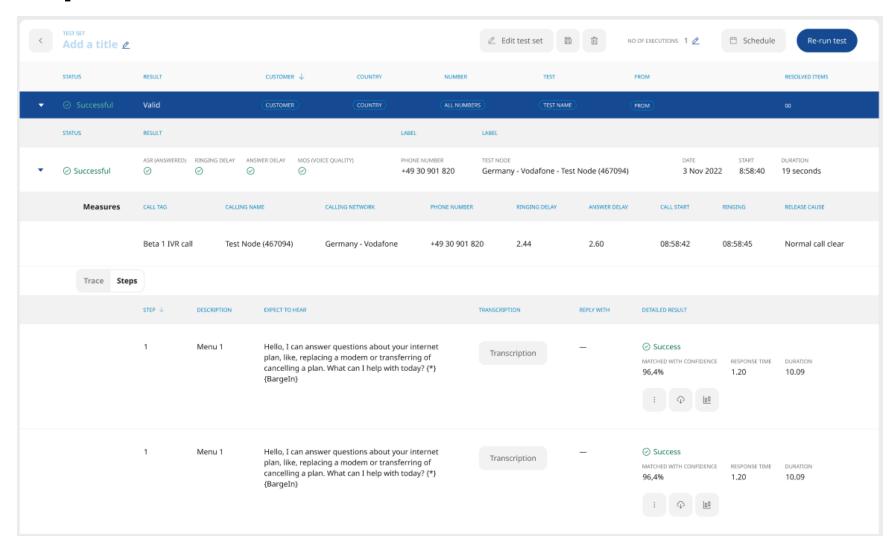
How we are different from competition

📍 170 countries 580 networks   📍 92 countries

Largest Mobile & Fixed network available in the market

Ad-hoc Testing – Robo Calling Verification

Rapid Result Verification

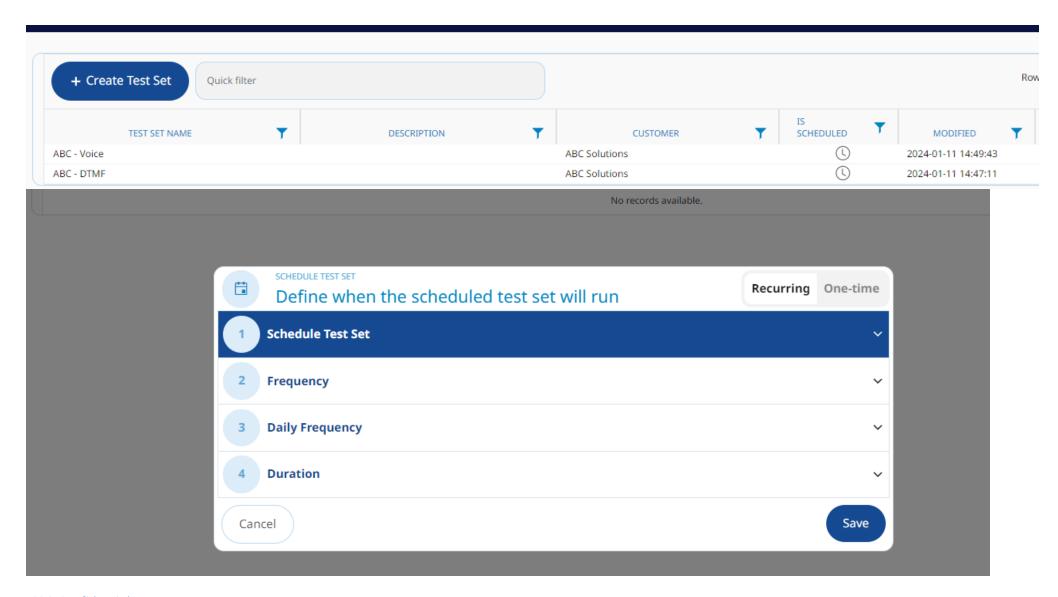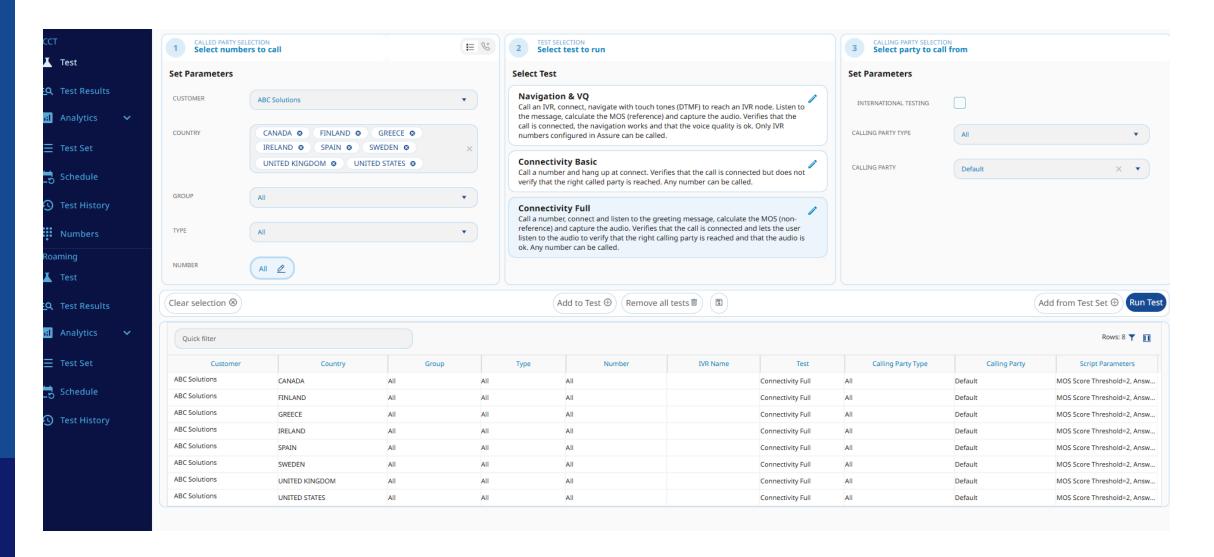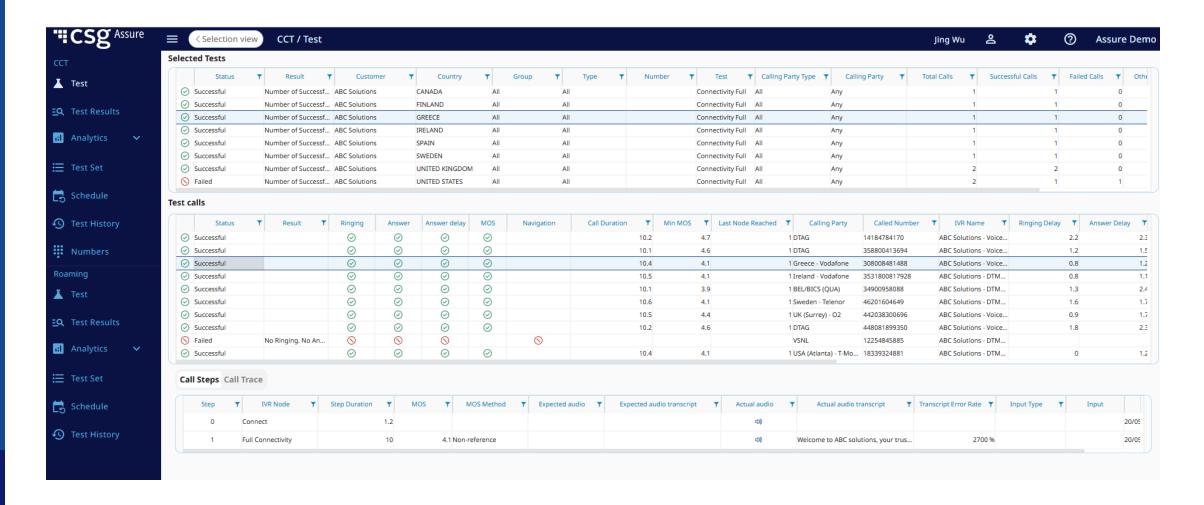# Test Numbers Management

CCT / Numbers

CUSTOMER	COUNTRY
ABC Solutions ▼	▼	Search

Quick filter

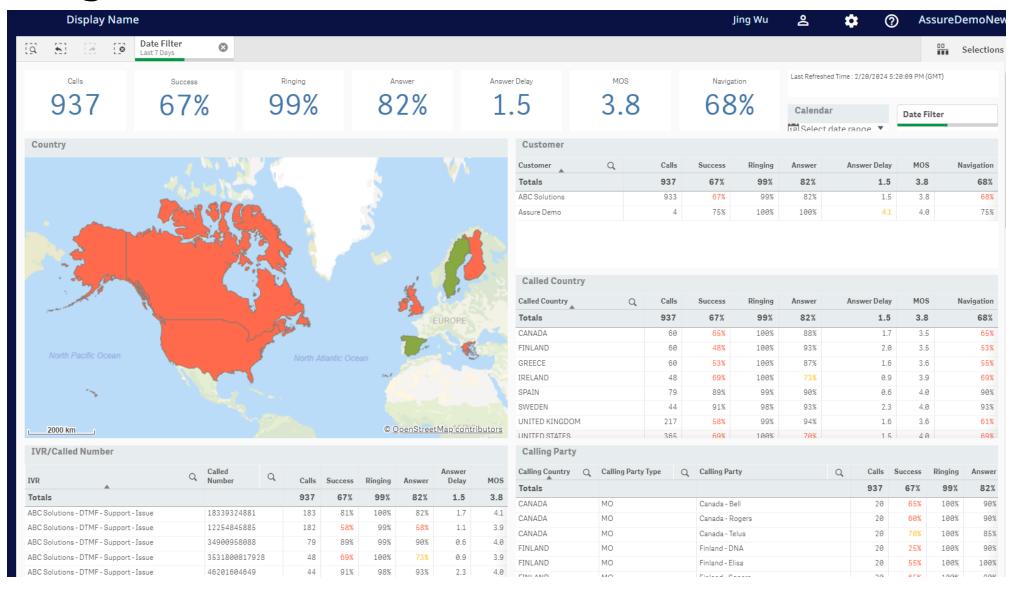| CUSTOMER	COUNTRY	IVR	PHONE NUMBER	PHONE NUMBER TYPE	PHONE NUMBER GROUP
ABC Solutions	UNITED KINGDOM	ABC Solutions - Voice - Sales - Pr...	+44 808 189 9350	ITFS	Voice prompt
ABC Solutions	UNITED KINGDOM	ABC Solutions - Voice - Sales - Pr...	+44 20 3830 0696	DID	Voice prompt
ABC Solutions	FINLAND	ABC Solutions - Voice - Sales - Pr...	+358 800 413694	ITFS	Voice prompt
ABC Solutions	GREECE	ABC Solutions - Voice - Sales - Pr...	+30 800 848 1488	ITFS	Voice prompt
ABC Solutions	CANADA	ABC Solutions - Voice - Sales - Pr...	+1 418-478-4170	DID	Voice prompt
ABC Solutions	SWEDEN	ABC Solutions - DTMF - Support ...	+46 20 160 46 49	ITFS	Touch tone
ABC Solutions	IRELAND	ABC Solutions - DTMF - Support ...	+353 1800 817 928	ITFS	Touch tone
ABC Solutions	SPAIN	ABC Solutions - DTMF - Support ...	+34 900 958 088	DID	Touch tone
ABC Solutions	UNITED STATES	ABC Solutions - DTMF - Support ...	+1 833-932-4881	ITFS	Touch tone
ABC Solutions	UNITED STATES	ABC Solutions - DTMF - Support ...	+1 225-484-5885	DID	Touch tone

Schedules

Automatic Testing

Automatic Testing

Integrated Dashboards

CSg

Thank you!

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