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QUOTE MANAGEMENT

tmforum

"The response time to our customers' requests for quotes has dramatically improved – from several weeks to under a few minutes!"

Divesh Gupta, *Vice President- Technology and Sales operations,* PCCW Global

Tell us about yourself and your job.

In my current role, I am instrumental in developing a custom designed CPQ solution for the company called QuickQuote. This solution automates the entire configure-price-quote process for PCCW Global's customers; thereby cutting down the turnaround time for quote responses from several weeks to under a few minutes. This automation also ties into the PCCW Global's overall digital transformation strategy which aims at bringing increased automation by incorporating LSO (Lifecycle Service Orchestration), SDN (software defined networking), NFV (network functions virtualization) to our international connectivity solutions for our customers worldwide.

Why do you believe in TM Forum's Open API program?

Standards based APIs make it easier for us to quickly on-board third-party APIs on to our digital platform and make even more products and services available to our end-customers by making the process less cumbersome and tedious.

To learn more about PCCW Global visit:
www.pccwglobal.com

Open APIs and the Open Digital Framework

The Open Digital Framework helps businesses to improve their agility by migrating IT and operations into cloud-native environments, in a structured way. It is developing the core engine for the next wave of digital transformation, based on an AI-driven Open Digital Architecture, leveraging Open APIs, to enable zero-touch digital partnerships. The Framework is crowd-sourced from 850 member organizations, based on proven foundations, and is being built for a constantly-changing business world.

What TM Forum Open APIs are most valuable to your company?

We use TM Forum Open APIs to automate the configure, price & quote processes with our customer and our vendors. Some of the APIs we are using today are:

- Product Catalog Management API
- Product Ordering API
- Customer Management API
- Product Inventory Management API
- Service Ordering API
- Quote API

We use these APIs to enable our customers to get quotes for point to point and multi-point connectivity services provided by PCCW Global. The APIs also help to automate the inter-carrier get quote and get price process.

How have you benefited from using these APIs?

As a result of using these APIs, the response time in responding to our customers' requests for quotes has dramatically improved – from several weeks to under a few minutes! It also frees up resources required to manually respond to such requests.

Where do you use the APIs?

We use these APIs to provide services in over 30 locations on PCCW Global's global footprint; more locations are being added every quarter. Several wholesale customers and our partners are making use of these APIs to streamline the quote & ordering process with us.

Have you used them in conjunction with any other APIs?

Some other APIs that we use in conjunction with the TM Forum APIs are the ones for customer premise address correction and geo-coding services. These APIs work to improve the accuracy of the responses and reduce the instances where accurate quotes cannot be found.

To view more API stories, visit **www.tmforum.org/myapistory**