

# Reducing CPQ order creation time by over 80% with the Totogi Ontology

## Background

A major multi-play communication service provider (CSP) in Southeast Asia, serving millions of mobile, broadband, and TV customers, was using CloudSense Configure-Price-Quote (CPQ) and Salesforce CRM to manage complex product catalogs and sales workflows. With this foundation in place, they were ready to explore how AI could improve customer experience and unlock even greater efficiency across their sales motion.

## The Challenge

Despite the capabilities of CloudSense CPQ and Salesforce CRM to manage product configurations and automate order processing, the customer's order creation journey was cumbersome and inefficient. Creating a new order required more than **50 clicks and took over 5 long minutes** — in a best-case scenario. Error handling and validations were also partial, leading to many failures, and only a handful of experts could navigate the complexity, creating bottlenecks and slowing down the sales cycle.

These inefficiencies delayed sales operations, introduced avoidable rework, and limited the operator's ability to efficiently scale order processing. It needed a faster, simpler way to handle order creation—without sacrificing accuracy.



50+  
clicks



5+  
minutes

## The Solution

The solution's objective was to automate and simplify sales operations to enable scale and efficiency, and eliminate the challenges caused by operational complexities. The operator also wanted to explore how AI could be rapidly adopted within existing systems—without a full rip-and-replace—and to lay a strong foundation for any AI-driven transformation.

Totogi leveraged its telco-specific ontology layer to effortlessly integrate with both CloudSense CPQ and Salesforce. The ontology understands telco data structures as well as the underlying relationships and meanings between data. It knows industry-standard product hierarchies, commercial constructs, and configuration logic. The Totogi Ontology is further trained on the operator's product catalog, business rules, and validation requirements.

On top of the ontology, Totogi created an AI Agent for single-prompt order generation. Embedded in the Salesforce user's workspace, this AI Agent enabled sales representatives to use a natural language chat interface to create a multi-dimensional and multi-step order with a single prompt. The AI Agent generated the full validated order in seconds – intelligently validating fields, filling in missing details, and ensuring compliance with business rules. Finally, it executed the order on both Salesforce and CloudSense.

Unlike legacy vendors that require months of customization and integration, Totogi deployed a working AI solution in four weeks, on top of a scalable layer built to expand with future AI use cases.

## Benefits and Outcomes

The Totogi Ontology dramatically simplified order creation, cut processing time, and reduced reliance on specialized knowledge. By automating the most repetitive and error-prone parts of the workflow, the sales team could operate faster, with greater confidence, and at scale. The implementation also laid the groundwork for future AI initiatives, creating an AI-led Ontology layer across sales operations that can deliver additional AI use cases.

Key improvements included:

	Before	After
Order processing time	5+ minutes, 50+ clicks	Under <b>50 seconds</b> . One prompt.
Error handling	Manual data verification, frequent input errors	Automated validation, intelligent field completion
Operational scalability	Dependent on a trained solution consultant to analyze and ensure functionality and compatibility	Accessible to any sales rep, scalable without added headcount
Sales productivity	Time lost on manual entry and corrections	More time for selling, less time on admin

Furthermore, Totogi provided a reusable AI framework ready to power future use cases.

The Totogi Ontology simplifies telecom operations by removing integration complexity and enabling seamless interoperability. Unlike others, it uses an AI-driven layer to abstract business logic, modernizing legacy systems without expensive overhauls. Built on TM Forum standards, the telco-specific ontology automates decisions in real time, eliminates vendor lock-in, and unlocks siloed data to create agile, future-ready systems.

## Thinking about how to bring AI into your telco operators—fast?

Let's talk about how the **Totogi Ontology** can unlock potential.