**Change of Plans in Industries CPQ and Product Catalog**

Customers of service providers can be enabled to change or migrate their services and plans after the initial purchase.

To ensure that the existing service is not disrupted or discontinued, the Change of Plans feature (also known as Replace Offers) allows service providers to upgrade or downgrade customer plans during the lifecycle of the subscription.

If you're using product versioning, you can upgrade a customer's current asset to newer version. The source and target root product bundle can be the same when changing versions. The reason is a product bundle could have a different hierarchy if the reference date is modified.

Change of plans include several key features:

* Service Continuity

Your customers can migrate from the original plan to the new plan without any disruptions to their existing services.

* Unchanged Service Identifiers

Service identifiers such as your customer's email address and mobile phone number remain the same while migrating from one offer to another offer.

* A View into the History of Subscription Updates and Traceability

You can view the history of the asset details for your customers.

## Usage Scenarios

Customers can move to new plans from old plans without any interruptions in service. In all cases, you can move the customer from the source (original plan) to the target (new plan).

Customers can change plans that result in moving from one bundled offer to another bundled offer. A bundled offer contains plans, devices, and services that are packaged together. Both bundled offers may have common products that are retained in the process. Some of the existing assets that are not available in the new bundled offer will be disconnected.

The following use case scenarios apply to the Change of Plans feature.

EXAMPLE

Upgrading to a New Plan

Let's say your existing customer wants to upgrade their limited phone plan to a new plan with unlimited data, text, and talk. You want to ensure that their existing phone service is not interrupted and their phone number remains the same. With Salesforce's Change of Plan feature, you can move this customer to an unlimited plan, guaranteeing continuity of service and retaining the same mobile number and email address (service identifiers).

EXAMPLE

Moving to Bundled Offers

You have an existing customer who is currently signed up for individual services (phone and internet service). With the Change of Plan feature, you can move the standalone offers (phone and internet service) to a bundled offer for a specified period of time.

EXAMPLE

Combining Service Plans

You have an existing customer who purchased multiple products at different points in time. The customer now wants to reduce their overall bill without discontinuing the service. With the Change of Plan feature, you can review the customer's history and recommend a more effective way to combine services without discontinuing the original service.