

# Amdocs Bill Experience

## Enhance Customer Satisfaction with Better Bill Presentation



*In the digital era, it is imperative that providers transform the way they relate to, and communicate with, their customers. Billing, as an integral part of the buying journey and a regular touch point, can play a crucial role in enhancing customer experience.*

**Amdocs Bill Experience makes bill presentation better.**

### Transform Unidirectional Bills into Dynamic Customer Engagement Tools

Today's tech-savvy, digital-first customers with connected lifestyle demand a seamless and personalized customer experience. Billing is an integral part of a customer journey in any sector and, more so, in telecommunications.

With multiple lines of businesses, new emerging products & services, and variable customer engagement and point of sales channels, Communication Service Providers (CSPs) struggle to find ways to deliver a simple, transparent billing experience. After all, billing is the one regular touchpoint they have with every customer.

Bill Experience, the design-led, dynamic bill presentation solution from Amdocs, comprises the presentation of billing statements in multiple formats enabling easy and transparent viewing and payment of bills for customers.

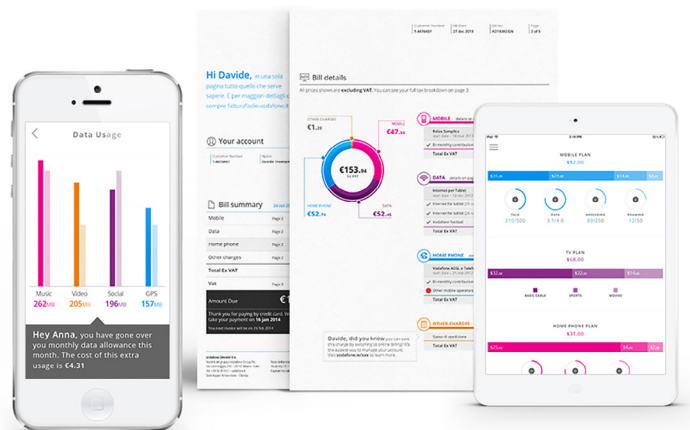
Enhance your customer's billing experience with personalized bill design making it easy for your customers in any sector to view, manage and pay bills in an easy, transparent way.

Amdocs Bill Experience delivers relevant and transparent omnichannel billing communications, enabling service providers to turn bills into targeted, customer-centric, engaging interactions. With clear information presentation, customers can better understand their usage, reducing the number of calls to care. And it provides an unmatched opportunity to highlight new services through personalized messages and persuasive content. Improve customer satisfaction, minimize churn, and improve your bottom line with Amdocs Bill Experience.

### Business impact

With a focus on delivering material cost savings and enabling revenue growth, Amdocs Bill Experience impacts service provider's business by:

- Reducing call center volumes
- Improving Net Promoter Score (NPS) and Customer Satisfaction Scores (CSAT)
- Increasing customer retention
- Lowering technical TCO (total cost of ownership)
- Improving ARPU through cross-/up-sell
- Increasing self-service adoption



## State-of-the-art bill presentment platform

Amdocs Bill Experience, the design-led bill and invoice presentment communications platform, is a lightweight, flexible, and robust service provider solution designed to dramatically enhance customer engagement. It drives key metrics such as higher propensity to pay, lower cost to serve, and increased customer retention.

## Bill design expertise

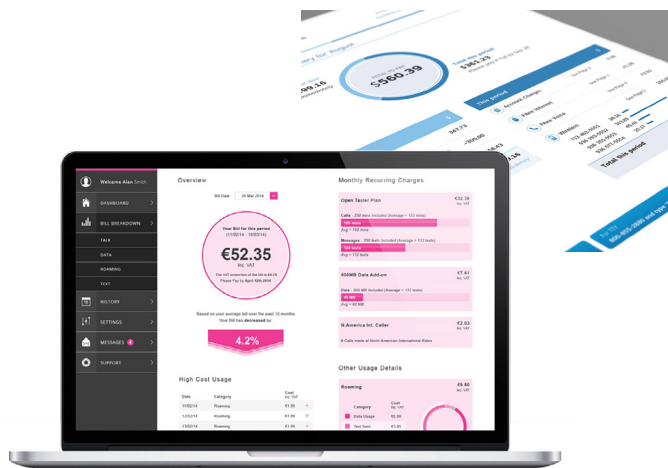
Amdocs Bill Experience has unparalleled subject matter expertise in billing communications and customer experience. Disciplines such as information architecture, behavioral science, and user experience are applied when developing bill designs. In addition, we leverage unique, market-leading insights to help service providers develop and refine their communication strategies for quantifiable improvements. Amdocs Bill Experience consistently optimizes the best outcomes for the service provider and their customers with a focus on quality and emphasis on execution.

## Targeted personalized messages

Amdocs Bill Experience can deliver a personalized experience to each user. Engage with customers in a whole new way, pre-empting questions, tackling issues, and highlighting appropriate and new services. Enhance customer awareness and reduce bill shock with the ability to present detailed usage data in an intuitive and engaging format.

## Thought leadership

Rely on constantly evolving platforms and design strategies with Amdocs Bill Experience. Leverage our exclusive bill focus to get best practices from across a global client base for improved customer engagement through a clear, transparent billing relationship.



## Key Platforms Highlights

Amdocs Bill Experience enables effective customer billing across all touch-points (print, online, and mobile) to deliver billing communications that go beyond simple requests for payment, helping you build and strengthen customer relationships.

### Unified bill presentation

Consolidate billing data from single or multiple billing systems to present unified information on one bill under one brand. Retrieve and map from any data feed, including XML, PDF, AFP, and ASCII delimited from any billing system – with little or no custom development required.

### Contextual personalization

Amdocs Billing Experience advanced personalization combines factual data (such as how long the customer has been with the service provider and what products and services they subscribe to) with behavioral data (such as usage details) to create targeted messages for each customer and channel. Data can be retrieved dynamically from different systems to trigger decisions and personalization rules.

Deliver personalized messages with the ability to set different rules for different channels (print, web, and mobile); for example, different messages will be sent to a customer that exceeds their data plan versus a customer reaching the end of their contract. Personalized, visually compelling, clear, and easy bills drive better customer engagement and improve customer experience.

### B2B and corporate billing

Deliver your high-value B2B and corporate customers interactive, hierarchical, real-time, personalized billing.

A highly flexible system with a comprehensive & customizable dashboard gives them the data analytics and insights they need for better financial control. Business accounts of all sizes can easily understand costs & service usage and manage billing hierarchy for reporting purposes (via department structure or cost centers).

## Business controlled billing

Take back control of the bill with a unique light touch integration approach; make changes quickly and avoid the need for costly and time-consuming IT release cycles. As Amdocs' bill presentment platform sits above the billing system, implementation is handled with little or no involvement from IT.

## Billing operations dashboard

A comprehensive dashboard provides an easy-to-use toolkit for improved operational efficiency and revenue assurance, enabling service providers to monitor and manage bill runs effortlessly. Tools and analytics allow billing operations and other stakeholders, such as finance and IT, to preview the bill-run status before approval of the bill-run for release.

Amdocs Bill Experience verifies data with in-house billing systems. It can tally information across multi-vendor and multi-technology systems, ensuring that bills are fully validated for total expenditure, as well as for all components of the invoice.

## Agent-facing call center dashboard

Amdocs Bill Experience gives agents the same view on the front end as the customers, with quick back-end access to the account and customer information, promoting insightful communication and faster issue resolution.

## Cloud or on-premise deployment

Amdocs Bill Experience can be deployed within the enterprise on any standard hardware and operating systems or a managed cloud.

## Omni-channel

Ensure a seamless customer experience on any device, including smartphones, tablets, and desktop computers, with multi-channel bill presentation delivered across the paper, mobile and responsive web.

## Why Amdocs Bill Experience?

### Enrich and personalize customer engagement

Enhance customer engagement with personalized layouts & designs, interactive content, and a wide range of bill formats tailor-made for any channel. Reduce churn and improve stickiness with a simplified billing experience with clear, transparent bills. Leverage real-time viewing and monitoring of bills to enhance satisfaction and reduce call-center volume.

### Increase ARPU

Grow revenue through upselling and cross-selling of new services and products by using your bill as an instrument to build customer relationships and improve communications. Drive innovation with new features like Bill Estimate, enabling pre-order estimation and actual-to-estimated bill comparisons.

### Improve operational efficiencies and mitigate cost risks

Improve operational management and cost efficiency with a configurable and extendable full SaaS solution.

Amdocs Bill Experience is the world leader in Bill Presentment delivering over **200 million billing communications** worldwide every month with over **\$15 billion worth of billed revenue** every month.

