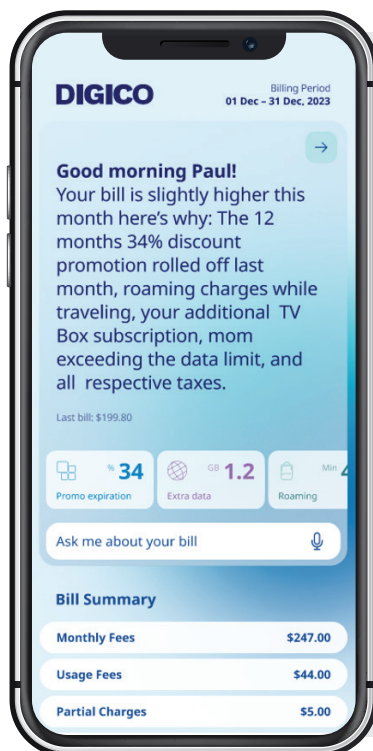# Start Deflecting up to 70% of Your Billing-Related Calls

Say Goodbye to Confusing Bills with CSG Bill Explainer

Monthly changes to the bill aren't communicated well-- 50% of calls into the contact center are billing -related, by far the largest driver for contact center volumes and often result in customer churn. **Today's bills are not a value-driven interaction and leave customers at risk of churning**. What if your customers received a summary of their billing statement that clearly walked them through their changes— and decreased contact center volumes to save your business **millions in operating costs?**

Leveraging 40+ years of expertise in billing and customer experience (CX) innovation, **CSG Bill Explainer** utilizes generative AI to proactively assist customers in comprehending the what and the why related to changes in their bills, using simple and concise language.

DIGICO

Billing Period
01 Dec – 31 Dec, 2023

Good morning Paul!
Your bill is slightly higher this month here's why: The 12 months 34% discount promotion rolled off last month, roaming charges while traveling, your additional TV Box subscription, mom exceeding the data limit, and all respective taxes.

Last bill: $199.80

34 Promo expiration
1.2 GB Extra data
Roaming Min

Ask me about your bill

Bill Summary

Monthly Fees	$247.00
Usage Fees	$44.00
Partial Charges	$5.00

How does it work?

01101
11001
10110

Detect changes in bills and ingest complex billing data in milliseconds with AI-powered data ingestion, pre-built connectors, and journey configuration.

Notify customers with a contextual, personalized view of the bill leveraging AI-powered composition and personalized insights. Turn complex statement information into natural language without having to manually hard code rules and content.

Explain the why behind bill changes with a dynamic microsite user experience. Reduce incoming calls by proactively guiding customers through statement changes in real-time with AI-driven next best explanations.

Enhance channel performance with reporting on success metrics and a unified data store with out-of-the-box metrics.

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The Bill Explainer Advantage

Alleviate Friction and Calls to the Contact Center

Bill Explainer has deflected 18% of total contact center volume for one customer, resulting in millions in annual savings by making it easier for customers to self-serve and comprehend complex bills, with relevant contextual explanations. Users do not need to provide login or authentication to access Bill Explainer, eliminating a common pain point for customers and encouraging digital tool adoption.

Strengthen Customer Loyalty and Speed to Payment

Meet customers where they prefer to be, digitally. Generative AI will take the billing journey beyond a transactional experience with real-time personalized notifications, tailored Q&A, and explanations across channels. Bill Explainer customers have seen increased speed to resolution up to 30% with connected gateways to drive payment, adjust plans, or file disputes.

Channel Performance, All in One Place

Leverage Bill Explainer's channel performance dashboard, to access a centralized, unified data store with out-of-the-box channel-specific performance metrics to quickly determine effectiveness.

CSG Bill Explainer is recognized for its AI-Driven solution as a winner of the 2024 BIG Innovation Awards

Configure the Tool to:

- Accept payments
- Display personalized upsell and cross-sell opportunities.
- Connect to AI-driven customer support chat
- And More*

* Additional features may require customer authentication but would connect Bill Explainer even more seamlessly into your brand's digital experience.

Integrate and Scale Securely Without a Rip-and-Replace

Integrate into any back-end system seamlessly with out-of- box connectors with various billing, payment, and CRM systems. Leveraging Microsoft Azure OpenAI, Bill Explainer can be deployed in as few as 30 days given the flexible delivery format and easy data manipulation including ingesting new bill types, regulation changes, languages, and lines of business.

About CSG

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. Our customer experience, billing and payments solutions help companies of any size make money and make a difference. With our SaaS solutions, company leaders can take control of their future, and tap into guidance along the way from our more than 5k-strong experienced global team. Want to learn more about how to be a change maker and industry shaper like our 1,000 plus clients?

Visit **csgi.com** to learn more.