



CSG Interactive Bill

Deliver intuitive, intelligent digital billing experiences

Over 85 percent of companies say they're competing on customer experience, but it's a bar that's perpetually being raised—often by companies outside your industry. Customers expect every aspect of their experience—onboarding, billing, and problem resolution—to be intuitive, online and personalized.

Billing is a crucial part of the customer experience, and it's an area that's ripe for digital transformation. Not only to present bills online, but to let customers drill down into their account, resolve questions, and access information when and how they want.

CSG Interactive Bill puts customers in control of their digital billing experiences, providing analytics and insights that transform how they interact with your business.

CUSTOMER BENEFITS

CSG Interactive Bill, powered by Soft-ex, is an online bill presentment and analytics solution, providing customers with an easy way to see what's due and when through a transparent, easy-to-access portal.

More than 60 percent of customers use digital channels to pay bills, and almost 70 percent use digital channels to check account usage. With CSG Interactive Bill, you're engaging customers on frequently used digital channels, with dashboards personalized to account usage.

Often the most scrutinized billing area, variances from the previous month's bill are explained right up front. For deeper understanding of costs, customers can access drill-down analytics with just one-click. And for an even greater share of customer wallet, make recommendations for new services based on trend analysis, and include banner ads with upsell offers within the portal.

Interactive Bill is available 24x7x365, letting customers view and drill down into their billing information anytime, anywhere, on any device. Expand the reach of your customer billing communications beyond print and voice, to provide the dynamic account insights and truly omnichannel, digital experience that customers demand.

BUSINESS BENEFITS

After resolving a service or technical question, customers say “paying a bill” most impacts their level of happiness as a customer. Making the bill payment process easier and more intuitive can help improve the customer experience and customer retention.

CSG Interactive Bill helps your business deflect billing-related calls and empower customers to self-serve, dramatically reducing customer care costs.

Engaging customers on the channels they want to use helps reduce churn and opex. Interactive Bill integrates with any billing system and is designed for light-touch integration with any data source. Accelerate your digital transformation by making the move to online bill payment and presentment, ensuring your customers have consistent and actionable information.

B2B INTERACTIVE BILL

Consumers aren’t the only ones demanding transparent billing and immediate online access to their usage details. The billing process is one of the areas of customer experience that requires the greatest transparency, and this visibility is crucial for B2B customers with multiple tiers of service and tens of thousands of lines and devices to support. Interactive Bill consolidates reporting for mobile, fixed, data, hosted PABX, and other digital services into one unified interface, making it easier than ever for business customers to analyze and understand their bill.

DSPs can personalize every customer’s billing experience through the use of analytics, with insights into key business metrics like percent increase in subscriptions, usage of premium services, and the date a new bill was loaded. Integrate data from billing systems and CRMs to provide your business customers with detailed reporting, from an organization-wide level right down to the individual user.



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.

ABOUT SOFT-EX

Soft-ex, a subsidiary of WidePoint, is a leading supplier of Digital Bill Presentment & Analytics solutions that provide unique online personalized billing communications and billing intelligence to enhance customer experience for Communication Service Providers (CSPs) and their Enterprise & Consumer clients across all IOT services (including wireline, wireless, PABX, TV and broadband). We have customers and partners in over 90 countries globally. Our customers include Telefónica, BT, eir, Three, KPN, Capita & Liberty Global, to name but a few. For more information, visit www.soft-ex.net.