



Soft-ex Interactive Bill

AI-driven Digital Billing Communications for Telcos

Soft-ex with Digital Bill presentation solutions, integrated to all BSS & CRM platforms, is designed to unlock opportunities and accelerate time to value.

Elevate CX, Reduce Call Center Costs with AI driven B2B & B2C Digital Billing

Bills, the one thing that enterprises & consumers alike read, are often a frustrating and complicated experience which can lead to customers churning or feeling dissatisfied with their provider. The lack of consolidated, transparent and easy to navigate single bill presentation across multiple services, also leads to escalating call center volumes.

Introducing Interactive Bill, an Azure cloud-based solution powered by AI that transforms B2B & B2C billing into a seamless, self-service experience, empowering customers and cutting costs for your business. By implementing a single, unified platform, you can support all the needs of your customer segments. Whether individual consumers, enterprise or SMBs, customer care or account executives, they can all now navigate every bill with ease and understanding.

Call center volumes reduced & customers empowered:

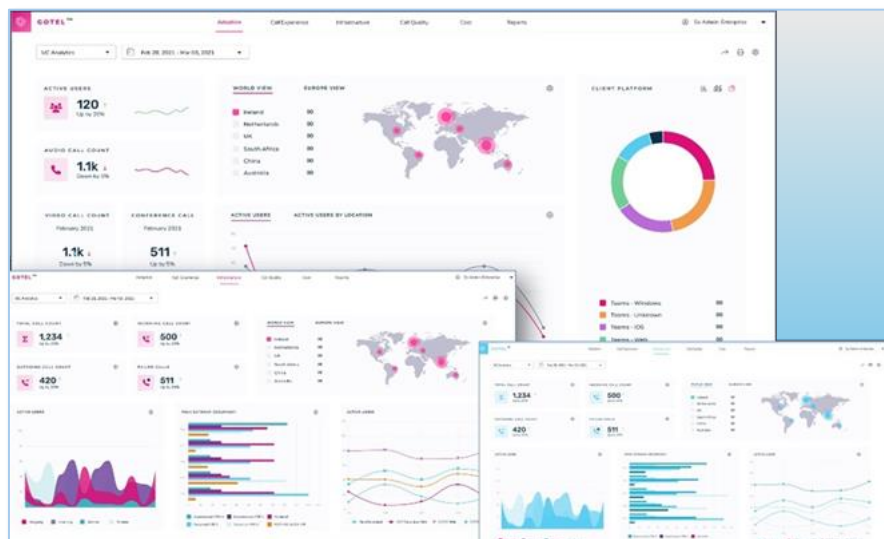
Interactive Bill reduces call volume with intuitive dashboards and AI-powered actionable insights that help identify cost-saving opportunities, trends and personalized offers.

Faster payments, fewer disputes:

With all billing data available 24/7 via a design-led portal, AI-driven communication streamlines "Pay Now" options and dispute resolution. It also manages overdue payments and upcoming due dates to accelerate payments & shorten cycles.

Transparent bills, enhanced satisfaction:

The solution builds trust and reduces churn with a transparent billing experience, complete with self-service tools.



Making bills even easier to understand with AI

Interactive Bill goes beyond self-service. It integrates with any billing, payment or CRM system, centralizing data and delivering actionable insights at both organizational and individual levels. For consumers, bill shock just disappeared. For enterprises with many complicated bills, your customers will now feel empowered. Interactive Bill delivers:

Customized Reporting: Delivering in-depth analytics and reporting of key business metrics like subscription growth, premium service usage, variance analysis and more. Reduce data analysis time by 30% with customizable reports tailored to your needs.

Reduced Call Center Volumes: Equipped with self-service tools and easy to understand information, customers resolve issues independently, freeing up call center resources.

Minimized Print & Mail Costs: By going digital, you not only significantly reduce print and mail costs, but you also help save the planet with paper suppression!

Improved Agent Experience: Assisting customer care with the information they need to handle inquiries efficiently, shortening call times and preventing future issues.

Enhanced User Experience: With Single Sign-On (SSO), customers can access Interactive Bill with a single login—no need for separate credentials. It appears as a "MyBill" tab within their familiar environment for convenience and adoption.

GTM Adoption programs: Our experienced team provides comprehensive training, onboarding resources and proven go to market initiatives to accelerate adoption rates and maximize ROI.

Quick Time to Market

Interactive Bill integrates seamlessly and delivers results quickly, improving time to market and scaling for your business needs. We can have you up and running in just 90 days, boosting self-care adoption, reducing billing related costs by 50%, and building stronger customer engagements.

WITH INTERACTIVE BILL:

- ✓ REDUCE CALL-CENTER VOLUMES BY UP TO 60%
- ✓ CUT BILLING-RELATED COSTS BY UP TO 50%
- ✓ REDUCE CHURN BY UP TO 10%

“This innovative solution from Soft-ex is viewed by Three as a core Value-Added Service and competitive differentiator for customer retention and new business acquisition” Chief Business Officer at Three.

About Soft-ex

Soft-ex is a Microsoft partner listed and transactable on the Azure Marketplace. Our global Telecommunications clients include Three, Frontier, Cox, CBS, BT, eir, VirginMedia and we integrate to all BSS & CRM solutions. For more information, please contact us IBsales@soft-ex.net