



CSG Interactive Bill

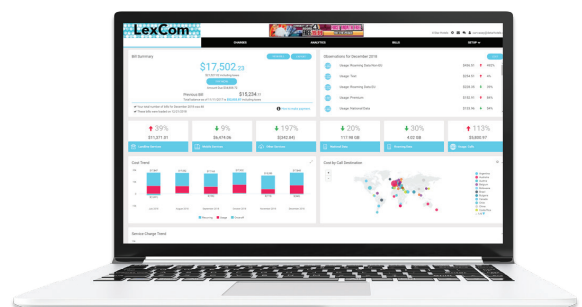
Empower Customers, Cut Call Center Costs: AI-Driven Bill Presentment for B2B Success

For too many companies, billing is a frustration factor, not a loyalty driver. They struggle with a labyrinth of siloed systems, each managing a different piece of the business, creating operational chaos and escalating call center volumes.

Enter CSG Interactive Bill, a cloud-based solution powered by AI that transforms B2B billing into a seamless, self-service experience, empowering customers and slashing costs for your business. By implementing a single, unified platform, you can support all business needs. Whether enterprise or SMBs, customer care or account executives, they can navigate the complexity of business billing with ease.

Imagine:

- **Call centers calm, customers empowered.** Interactive Bill cuts call volume with intuitive dashboards and AI-powered insights that help you identify cost-saving opportunities, trends and relevant offers.
- **Faster payments, fewer disputes.** AI-driven communication streamlines "Pay Now" options and dispute resolution. It also manages overdue payments and upcoming due dates to accelerate payments, shorten cycles and reduce delinquencies.
- **Crystal-clear bills, soaring satisfaction.** The solution builds trust and reduces churn with a transparent billing experience, complete with self-service tools.



Ditch Billing Frustration by Using AI

Interactive Bill goes beyond self-service. It integrates with any billing, payment or CRM system, centralizing data and delivering insights at both organizational and individual levels. Whether managing multiple service tiers or thousands of lines, your customers feel empowered with:

- **Customized Reporting:** Gain in-depth understanding of key business metrics like subscription growth, premium service usage and more. Reduce data analysis time by 30% with customizable reports tailored to your needs.
- **Reduced Call Center Need:** Equipped with self-service tools and clear information, customers resolve issues independently, freeing up call center resources.
- **Improved Agent Experience:** Support agents with the information they need to handle inquiries efficiently, shortening call times and preventing future issues.
- **Effortless 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 better convenience and adoption.
- **Smooth Onboarding and Training:** CSG provides comprehensive training and onboarding resources to ensure both customers and employees are comfortable using the platform.

Flexibility & Speed

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

WITH CSG INTERACTIVE BILL:



REDUCE CALL-CENTER
VOLUMES BY UP TO

60%



CUT BILLING-RELATED
COSTS BY UP TO

50%



REDUCE CHURN
BY UP TO

10%

CSG Interactive Bill is a sticky retention tool that not only boosts customer satisfaction and reduces churn, but also helps you win new business by showcasing your commitment to an easy and transparent billing experience.

[Contact us](#) for a demo and see how CSG Interactive Bill can empower your customers, slash costs and drive business growth.