

Amdocs Bill Experience

Personalized and Simplified Bills Customers Understand and Trust



Overview

Billing is the most frequent and consistent interaction service providers have with their customers. Yet growing service complexity, multiple lines of business, and diverse monetization models often make bills hard to understand, leading to bill shock, complaints, and unnecessary calls to care.

Amdocs Bill Experience delivers personalized and simplified digital and paper bills that help eliminate bill shock by clearly explaining charges, usage, and changes. With proactive visibility through estimated bills and a real time spend view, customers stay informed, confident, and in control throughout the billing cycle.

This is an omnichannel billing solution addressing all customer types, from consumers to B2B, ensuring a consistent experience across digital and physical channels, including mobile, web, and paper bills.

AI-powered bill understanding

Powered by **aOS Cognitive Core**, Bill Experience includes AI agents that dynamically explain each charge on the bill. Customers can ask questions in natural language, understand why charges changed, and receive guided answers and next steps directly within the bill.

By making billing information easy to understand at the moment it matters, service providers can reduce confusion, disputes, and billing-related complaints while improving customer satisfaction.

Business impact

Amdocs Bill Experience helps service providers:

- Reduce bill shock and billing-related complaints
- Improve customer satisfaction and Net Promoter Score (NPS)
- Lower call center volumes and cost to serve
- Increase customer engagement and retention



Turn the bill into an engagement and revenue asset

Bill Experience transforms the bill from a static statement into a powerful engagement point. Using contextual insights, service providers can deliver personalized messages and targeted cross-sell and upsell offers at moments of high customer attention.

This approach strengthens customer relationships, increases engagement, and helps drive higher ARPU.

Omnichannel billing for all customers

Bill Experience delivers a unified and consistent bill experience across all channels, including portals, mobile applications, and paper bills. Customers can choose how and where they engage with their bills without losing clarity or context.

The solution supports both B2C and B2B customers, ensuring consistent experiences across segments.

A single bill across all lines of business

Bill Experience consolidates billing data from one or multiple billing systems to present a single, unified bill across all lines of business and monetization models.

This convergent approach simplifies billing for customers while supporting complex service portfolios, pricing structures, and bundled offerings.

Designed for B2B and corporate billing

For high-value B2B and corporate customers, Bill Experience delivers hierarchical and personalized billing with clear visibility into costs and usage.

Business customers can manage billing structures across departments or cost centers and access analytics and insights that support better financial control and decision-making.

Operational efficiency and business control

By simplifying bill understanding for customers, service providers reduce inbound billing calls and accelerate issue resolution.

Configurable bill design and rule-based changes give the business greater control over billing communications, minimizing reliance on lengthy IT release cycles. Comprehensive dashboards provide visibility into bill runs and billing operations, enabling teams across billing, finance, and customer care to monitor and manage processes efficiently.

Agent support and assisted care

Customer care agents have the same bill view as customers, enabling faster, more informed conversations and improved first-call resolution when assistance is needed.

Deployment flexibility

Amdocs Bill Experience can be deployed on-premises or in a managed cloud environment. It sits above existing billing systems with minimal integration effort, allowing service providers to modernize billing communications without disrupting core billing platforms.

Proven at scale

Amdocs Bill Experience supports large-scale billing operations, delivering hundreds of millions of billing communications every month for service providers worldwide.

