

Amdocs SaaS Bill Experience

Accelerate Time to Market with Personalized, Simplified Bills



Overview

In a highly competitive market, communication service providers must move fast and stay agile to meet rising customer expectations. While traditional bill presentment solutions often require extensive customization and infrastructure, many CSPs prioritize speed, simplicity, and predictable outcomes to deliver clear, engaging bills without long implementation cycles or heavy operational overhead. Amdocs SaaS Bill Experience enables this agility by providing a ready-to-use, cloud-based bill presentment solution designed for rapid deployment.

SaaS Bill Experience is the SaaS-based bill presentment solution from Amdocs, designed to help CSPs go live quickly with personalized and simplified digital bills. By removing complexity from deployment and operations, it accelerates time to market while delivering clear bill experiences that reduce confusion and billing complaints.

Customers benefit from transparent, easy-to-understand bills that clearly explain charges and usage, improving confidence and satisfaction from the first billing cycle.

AI-powered bill understanding

Powered by **aOS Cognitive Core**, SaaS Bill Experience includes AI agents that provide dynamic explanations for each charge on the bill. Customers can understand why charges changed, review usage details, and get guided answers directly within the bill.

This capability helps reduce bill shock and billing-related complaints while improving customer satisfaction across both consumer and B2B segments.

Engage customers and grow revenue

SaaS Bill Experience turns the bill into a customer engagement point. CSPs can embed personalized messages, relevant promotions, and contextual cross-sell and upsell offers directly within the bill.

By connecting offers to real billing context and customer behavior, service providers can increase engagement and drive incremental ARPU without adding new channels.



Bill Designer: design-led, self-service, and proven at scale

At the core of SaaS Bill Experience is a powerful Bill Designer, built on Amdocs' extensive bill design expertise gained from delivering hundreds of millions of billing communications globally.

Pre-designed, behavior-science-based templates allow CSPs to create visually appealing and customer-centric bills without design skills. Teams can easily customize layouts, branding elements, messaging, and bill modules, selecting which services and sections appear on the bill.

A real-time simulation and preview capability lets users see changes instantly as designs evolve, ensuring consistency, clarity, and optimal customer experience across billing scenarios for both B2C and B2B customers.

Omnichannel billing, ready out of the box

SaaS Bill Experience delivers a consistent bill experience across digital and physical channels, including web, mobile, and paper bills. Customers can engage with their bills in the channel of their choice while maintaining clarity and continuity.

This omnichannel approach supports consumer and business customers alike, ensuring a unified experience across segments and lines of business.

Built for rapid deployment and lower cost of entry

As a cloud-based SaaS solution, SaaS Bill Experience significantly reduces time to market by eliminating the need for on-premises installation and infrastructure management. CSPs can start delivering high-quality bill experiences with minimal setup and configuration.

Amdocs manages software updates, enhancements, and maintenance, ensuring the solution remains current and continuously improved while reducing operational burden and cost risk.

Developer-friendly integration with SDK and TMF support

SaaS Bill Experience provides an easy-to-use Software Development Kit (SDK) and comprehensive integration guidance to support seamless deployment.

Digital bill modules are designed to integrate smoothly with customer self-care portals. Billing data extracts can be mapped to TM Forum (TMF)-compliant JSON formats, enabling efficient data processing and reducing transformation complexity.

CSPs can manage integration independently using the provided toolkit or leverage Amdocs expertise for guided implementation and support.

Why SaaS Bill Experience

Best practices, built in

SaaS Bill Experience distills Amdocs' global bill design expertise into ready-to-use templates and capabilities optimized for customer engagement and clarity.

Faster time to market

The SaaS delivery model enables rapid deployment with minimal configuration, helping CSPs launch quickly without lengthy projects or heavy IT involvement.

Lower cost of entry

Self-service configuration, managed operations, and reduced infrastructure requirements help minimize upfront investment and operational risk.

Ease of use and business control

Intuitive tools, real-time previews, and friendly dashboards enable business teams to design, manage, and evolve bills without deep technical expertise.

Designed to scale

Proven across large volumes of billing communications, SaaS Bill Experience supports growth while maintaining consistency, performance, and customer experience.