itineris

Empowering customers with transparent billing insights

In the utility sector, bill-related inquiries comprise a significant portion of incoming calls to Customer Service Representatives (CSRs), often ranging from 30-50% of total inquiries. A CSR call with a customer can easily take up 5 to 10 minutes, addressing these inquiries promptly while ensuring accuracy can strain CSR productivity.

To alleviate this burden and enhance customer satisfaction, we introduce the "Why is this bill so high"-Chatbot. This AI-powered conversational agent is purpose-built to analyze utility bills in real-time, providing customers with immediate insights into their billing discrepancies.

Key benefits

1. **Real-Time Billing Analysis:** Leveraging seamless integration with your Customer Information System (CIS), the chatbot conducts a comprehensive analysis of consumption, billing, and payment data. This real-time access enables accurate identification of cost drivers contributing to high bills.

2. **On-the-Spot Explanations:** The chatbot delivers clear and concise explanations of the factors driving the high bill directly to the customer, eliminating the need for lengthy wait times or callbacks. This instant feedback enhances customer understanding and satisfaction.

3. **Personalized Recommendations:** In addition to identifying cost drivers, the chatbot offers personalized recommendations to mitigate future billing discrepancies. By analyzing historical data and consumption patterns, it provides actionable insights tailored to each customer's unique circumstances.

REAL-TIME BILLING ANALYSIS

ON-THE-SPOT EXPLANATIONS

PERSONALIZED RECOMMENDATIONS

Feature list

- ✓ Integrates with every billing system (**technology agnostic**).

- ✓ Instant access and **real time data analysis** of consumption billing and payment data.

- ✓ Offers personalized insights in billing and consumption patterns.

- ✓ The bot runs under your tenant maintaining **data security**.

Conclusion

The "Why is this bill so high?"-chatbot revolutionizes the utility bill inquiry process, empowering customers with immediate clarity and actionable insights.

By seamlessly integrating with the Customer Information System (CIS) and harnessing the power of AI, utilities can enhance customer service, improve CSR productivity, and foster greater transparency in billing practices.

For more information on how our chatbot can optimize your utility bill inquiry process, visit www.itineris.net or contact us via ruben.pot@itineris.net