



CleverCollect: Revolutionizing Billing & Dunning Management

In the rapidly evolving utility sector, traditional collection methods for utility bills have proven costly, time-consuming, and lacking a personal touch. Late bill payments have become increasingly prevalent.

Introducing CleverCollect, an AI-powered solution developed by Itineris, specifically designed to revolutionize output and collection management for utility invoices.

By harnessing historical customer data, our cutting-edge algorithms and data-analysis techniques generate personalized profiles for each customer. These profiles serve as the basis for tailor-made payment plans and communication strategies, directing customers towards optimal payment methods while driving the adoption of e-billing and autopay services. The tool uses six key algorithms: payment prediction, optimal reminder channel, smart QR code, payment method, payment pattern, and payment assistance.

Benefits

CleverCollect offers a range of benefits to utilities and customers, including:

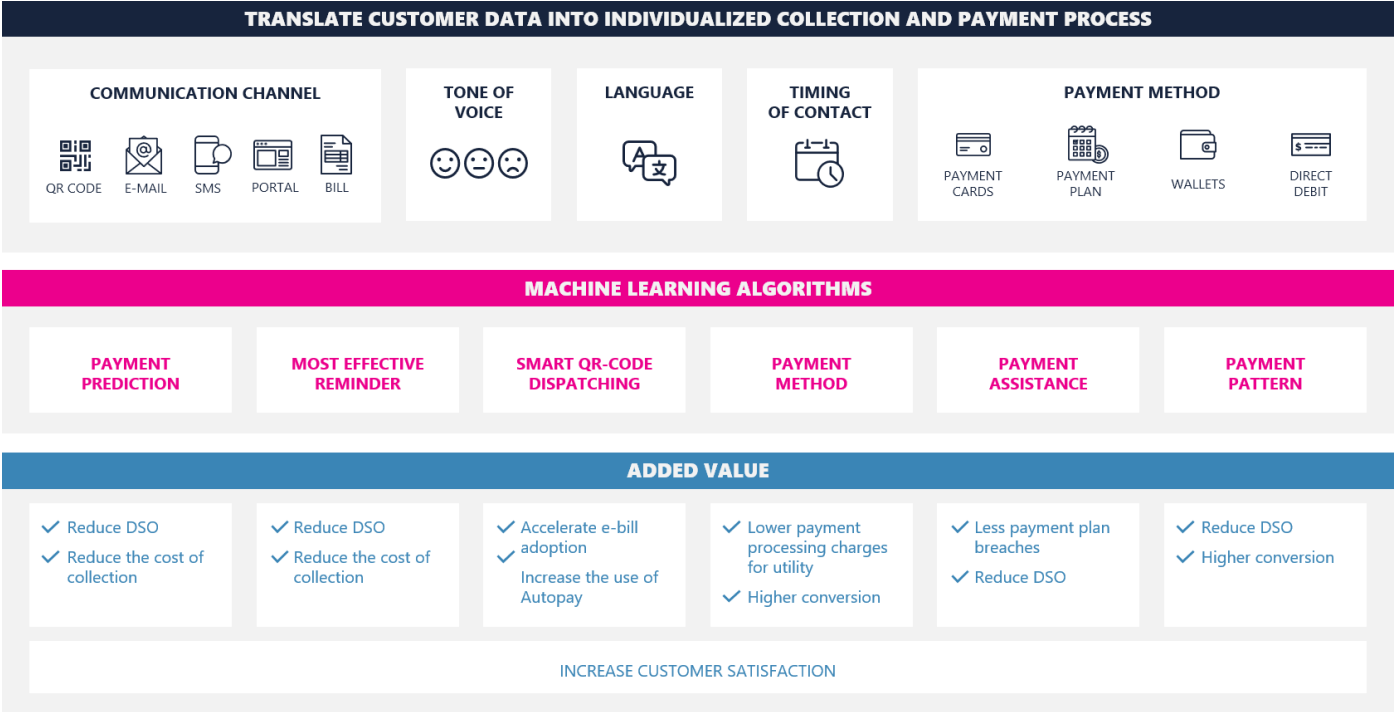
- ✓ Lower cost of collection.
- ✓ Accelerated e-billing and autopay adoption.
- ✓ Accelerated digital adoption of payment methods (away from checks and cash!)
- ✓ Personalized communications, tone of voice, and collection processes for higher customer satisfaction.
- ✓ Improved reconciliation of invoices.
- ✓ Increased customer satisfaction through personalized payment plans and communication.
- ✓ Improved payment prediction, aiding utilities in understanding payment likelihood.
- ✓ Reduced days sales outstanding (DSO).

CleverCollect maximizes operational efficiency, reduces days sales outstanding (DSO), and significantly boosts customer satisfaction by leveraging personalized customer profiling, digital communication, and streamlined payment channels.

CleverCollect is independent of any proprietary customer information system (CIS) or payment service provider (PSP), ensuring compatibility and flexibility for seamless integration into existing systems.

Conclusion

CleverCollect revolutionizes the invoice collection process for utilities, enhancing customer experience, and improving operational efficiency. By harnessing the power of AI, personalized communication, and digital payment channels, CleverCollect enables utilities to optimize their collection strategies, reduce costs, and greatly enhance customer satisfaction.



CleverCollect is an innovative AI-powered solution from Itineris, a company that develops and implements CIS, CRM, and data intelligence solutions specifically designed for utilities.