

WHITE PAPER

INTRODUCTION

Telecommunication, as an industry, is transforming by leaps & bounds. One of the focus areas in this extremely competitive sphere being customer experience. This is not only limited to the quality of service & support, but transparent and innovative invoicing plays a key role in keeping customers happy.

Keeping this in mind, Diksha Technologies developed Smart Invoice Pro(SIP) , a pioneering product in invoicing and bill presentment. SIP with its disruptive technology, not only elevates the customer experience related to invoicing, it enables time efficiency and cost effectiveness for large telcos.

Technology

- Smarter – Smart Invoice Pro is sprinting towards the future of invoicing with integration to voice enabled devices such as Amazon Echo and Google Home. These smart speakers read out bills and make payments for customers. Besides interactive pdfs, **Smart invoice Pro has innovated video bill generation for end customers.**

- Faster – **Smart Forking, invented by Diksha**, can actually process 2 GB of data in a minute, facilitating lightning fast invoice generation. With very short implementation time, it has multi source input handler backed with a microservices enabled architecture.

- Better – the provision of advanced chatbots reduces customer calls to support centre. With instant responses and no call waiting, customer service is faster. The reduction in inbound calls have a positive impact on revenue. An inbuilt payment distribution logic to split a bill in multiple ways, depending on business’ protocol is also unique.

Product

Our efforts in bringing innovation to the forefront developed a product that is future ready. Though Smart Invoice Pro is hard to contain, in a nutshell it can be described as:

- A multi-channel customer communication platform with in-built dynamic bill presentation design, interactive marketing, self-service and analytics capabilities tool

- A scalable, light-weight and robust next generation invoicing solution designed to meet the ever-changing invoicing needs of enterprise customers

- An enabler of real time invoice monitoring and effortless horizontal scaling

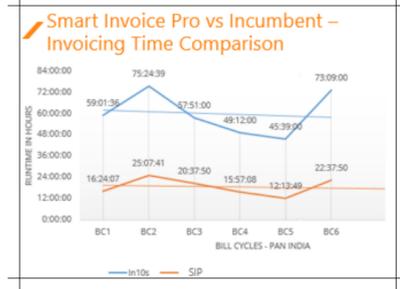
- A One Click Invoice generation

- A tool which allows dynamic text, images and videos on invoices for a highly personalized customer experience

Stats

Go live data shows that Smart Invoice Pro has drastically reduced invoice generation time compared to the incumbent system:

- BC – Bill Cycle



Industry Pain Points

Having studied the billing problems faced by enterprises, Smart Invoice Pro was conceptualized to mitigate these problems and offer more value than demanded, but certainly desired. We also felt the pain of businesses in the following aspects:

- Delayed Delivery due to high invoice generation time
- Missing payments due to delayed generation of bills
- Incorrect billing info due to improper bill validation
- Application deployment hassles
- Overload on call centres
- Expensive Operations

Some of these problems from a customers’ perspective were:

- Lack of Clarity in bill presentation
- Poor Customer Support
- Bill shock
- Lack of payment reminders

Solution

Paving the way to deliver futuristic solutions to customers right now, Smart Invoice Pro is designed to solve problems dynamically. Some of these solutions are listed below:

- The use of advanced technology to consolidate bills from multiple billing systems to present customers with a single bill for all their services
- Comprehensive bill presentation with advanced analytics to provide bill transparency and best-fit plan recommendations.
- Bills are generated 70% faster to ensure on-time invoice delivery and reduced total daily sales outstanding
- Advanced technology to prevent bill shock and keep customers happy
- Multi-channel payment reminders and invoice delivery, including messaging via social media
- Easy deployment within any existing ecosystem because of microservices enabled architecture
- Intuitive chatbot to answer customers’ questions instantly and reduce calls to call centres
- Monetize on invoices with ample space for targeted marketing

Features

Loaded with exemplary features, Smart Invoice Pro is revolutionizing invoicing, so much so that it leaves users thoroughly captivated. It’s ability to capture and retain customers’ attention is effectively attracting the attention of smart business owners.

Smart Invoice Pro delivers an innovative and interactive platform that vastly improves customer experience and offers advertising space for personalized marketing. Invoicing doesn’t have to deplete a company’s resources anymore. In fact, they can sell their advertising space to third party vendors and add to their income. It also provides space for upselling and cross-selling relevant services or products in the invoice itself.

Below is a list of features that makes Smart Invoice Pro the right choice for smart businesses:

- Increases businesses’ interaction with end users
- Payment Transparency and Flexible Payment Distribution
- Bill validation to avoid customer irritation
- Microservice enabled architecture to enable easy implementation
- Cloud-based telecom invoicing system
- Helpdesk enablement through chat bot to reduce the load on call centres
- Configuration Enablement - highly configurable systems reduce deployment hassles and code change efforts
- Live Invoice Generation Tracking – enhanced ease in understanding the status of operations to assist business planning and execution
- User Management - Role based access control for better management
- Automated Processing – Churns out high quality output resulting in reduced operations cost and zero human error
- Ample space to advertise – invoices are viewed by millions of people every day, causing the hit rate to draw close to cent percent. With personalized marketing ads, upselling and cross-selling has never been so effective

From a customer’s perspective, Smart Invoice Pro has initiated a new customer journey for the following reasons:

- Consolidated bills with a single payment date for multiple billing systems
- Omnichannel experience – for a seamless experience across all touch points
- Mobile App – Easy accessibility and tracking
- Suggest Best fit plans for a personalized experience
- Bill Shock Prevention
- Interactive PDF Invoices
- Video Bills
- Multichannel payment reminders
- Discount Expiry Notification
- Flexible Payments means
- Enhanced analytics to give end users control to take conscious decisions and get more value for money