

# TAKING CARE OF BUSINESS

## JUST GOT EASIER.

Don't just serve your customers; empower them. Our platform offers tailored solutions for enabling you to manage your own billing experience.

## BILLING SELF-CARE PORTAL

Studies have shown that **30-50 percent of all calls into customer-care centers are related to billing questions.** Companies can dramatically reduce operational costs by simply providing self-care capabilities for billing-related customer needs.

As experts in monetization and subscription billing, RESPEC has worked with a variety of billing systems for many customers over the years. During this time, we have seen consistent requirements for user features in billing self-care. Based on this experience, RESPEC has built a platform that is specifically designed to **deliver scalable, highly personalized user experiences for billing self-care that is independent of any specific billing system.**

RESPEC's Billing Self-Care Portal platform allows companies to offer end users the ability to manage their own billing experience without needing a phone call or live chat. The platform presents three personas: Consumer, Business, and Customer Service Representative. Each has features that are unique to their respective user requirements and are branded based on the client's needs. Companies can also embed the platform capabilities in their own web framework for a seamless interface.

### BILLING SELF-CARE PORTAL CAPABILITIES:

- // Simple and complex billing environment solutions
- // Billing system agnostic
- // Billing dashboard
- // Current balance
- // Payment history
- // Invoice history
- // View/print invoice
- // Make payment
- // Request dispute
- // View usage summary and details
- // Upgrade/change plan
- // Create/edit payment method
- // Notifications and alerts
- // Online chatbot
- // Password change
- // SAML/SSO integration
- // User and role management
- // Integration with back-office systems
- // Integration with billing system
- // Layout and portal configuration

## > CONTACT US

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