

# SIEBEL COMMUNICATIONS BILLING MANAGER – B2B



## KEY FEATURES

- Interactive corporate e-bill presentment
- Account and service-level consolidation
- Hierarchical navigation
- User roles and permissions
- Cross- and sub-invoice payment
- Advanced reporting
- Unbilled data presentment
- Notifications and alerts
- Corporate and personal address books

*Oracle's Siebel Communications Billing Manager is a complete e-billing application for communications service providers. It gives business customers the ability to quickly view and pay their telecommunications bills online. The business edition contains advanced functionality such as customizable hierarchies, account consolidation, and out-of-the-box reporting.*

## Move Billing Activities to the Web

Electronic bill presentment and payment (EBPP) is the cornerstone of any competitive customer self-service (CSS) solution. The invoice provides an anchor point for the site, driving repeat usage as invoices are produced. Siebel Communications Billing Manager – Business Edition complements bill presentment and payment with advanced self-service functionality that ensures that customers will find the solution valuable and compelling.

Siebel Communications Billing Manager is a feature-rich electronic bill presentment and payment solution. It comprises all of the necessary functionality for providers to enable a comprehensive e-billing and payment solution at their Web site in less than four months.

Moving billing activities to the Web dramatically reduces operating expenses for service providers of any size and improves customer service. Major savings areas include reduced print and postage expenses, improved payment processing efficiencies, reduction in days sales outstanding (DSO), and call deflection of billing-related questions and issues. These savings are real and large and can be achieved in a relatively short period of time. With its integrated hierarchy, customizable presentment and payment functionality, and out-of-the-box reporting, the application allows enterprises to rapidly answer their billing and account questions online. Out-of-the-box reference workflows and business logic provide business customers with secure, responsive, and structured self-service access to the service provider's processes and systems. The guarantee of reliable and valuable service improves both customer profitability and retention.

## Create a Valuable Service Channel for Business Users

### Interactive Corporate E-Bill Presentment

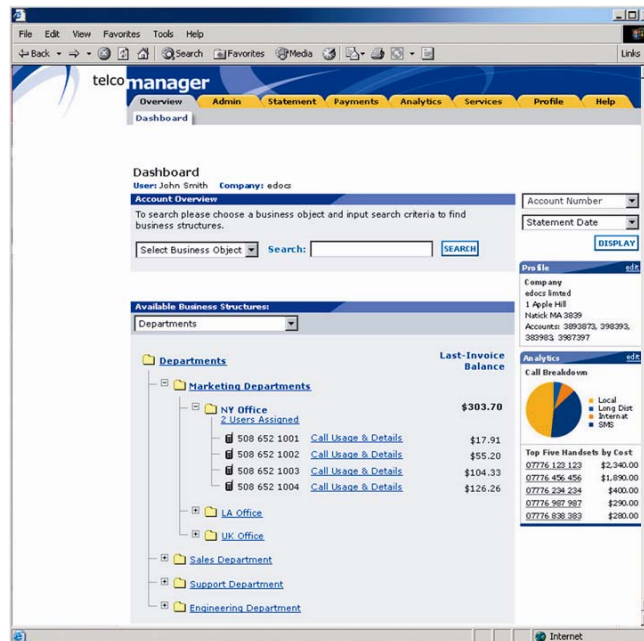
Siebel's HTML bill presentment creates a dynamic e-bill, by providing an interactive Web experience that allows users to search, sort, filter, and download data within the bill. Furthermore, dynamic HTML presentment allows embedded links, so the customer can click through to more-detailed information and other self-service functions. The application can also present invoices in a print-friendly format, using PDF, and allow users to download invoice data.

### Account and Service-Level Consolidation

Siebel Communications Billing Manager allows service providers to efficiently perform both account and service-level consolidation without loading all data into an expensive and redundant data mart. Using the application, service providers can present multiaccount invoices from different billing systems as a single, uniform invoice. Furthermore, they can consolidate different services, such as voice, data, and mobile services, from different billing systems into a single invoice. Because the application acts as an aggregator for consolidation, billing feeds can change as new services are activated or older billing systems are decommissioned in a manner that is totally transparent to enterprise users.

### Hierarchical Navigation

Siebel Communications Billing Manager uses hierarchies to navigate today's complex and voluminous enterprise invoices. Hierarchies can be customized to represent the organization (or suborganization) in any way that is valuable to enterprise users. This way, companies are not subject to the hierarchy in the billing system but can navigate the invoice in a way that represents their organization. Whether the hierarchy is geographic, functional, or by cost center, the application empowers enterprise users to customize the hierarchy to meet their business requirements. This hierarchy is also fully searchable, allowing quick access to users or levels.



Users can use customized hierarchies to navigate a complex invoice.

### User Roles and Permissions

As telecommunications spending has expanded, many people within an organization have to interact with the invoice. However, not everyone should have the same access to invoice detail and payment functionality. This is why Siebel Communications Billing Manager supports multilevel user roles and permissions that give different types of users access to only specific parts of invoice detail and

payment functionality. For example, a cost center manager may be able only to see the charges of those in his cost center and have no payment ability, whereas a telecommunications manager may be able to see and pay the entire invoice.

### Cross- and Subinvoice Payment

Payment is an integral part of a robust EBPP solution. Siebel Communications Billing Manager contains compelling payment functionality that supports Electronic Data Interchange (EDI), Automated Clearing House (ACH), credit card, and other payment options. Business users can make one-time payments and/or schedule automatic, recurring, or threshold payments of their invoice(s). Furthermore, it supports complex payment options such as cross- and sub-invoice payments. This flexibility is valuable to enterprises, as they have precise control over where and when payments are applied and it will yield faster and more precise payment processing.

| Select Account to Pay             | Amount Due        | Different Amount  | Select Payment Account |
|-----------------------------------|-------------------|-------------------|------------------------|
| <input type="checkbox"/> 49894432 | \$300.00          | \$300.00          | Amex****4235           |
| <input type="checkbox"/> 49894432 | \$230.00          | \$230.00          | Visa****1234           |
| <input type="checkbox"/> 49894432 | \$630.00          | \$630.00          | Mastr****2323          |
| <input type="checkbox"/> 49894432 | \$211.50          | \$211.50          | Disc****2323           |
|                                   | <b>\$1,372.50</b> | <b>\$1,372.50</b> | (Balance = \$0.00)     |

Business users can elect to make one-time payments and/or schedule automatic, recurring, or threshold payments.

### Advanced Reporting

Siebel Communications Billing Manager – Business Edition contains valuable out-of-the-box call and cost reports that give enterprise customers the ability to analyze and understand the charges and usage contained in their invoice. These reports include

- Longest calls
- Most-expensive calls
- Most-called numbers
- Most-expensive called numbers
- Most-called destinations

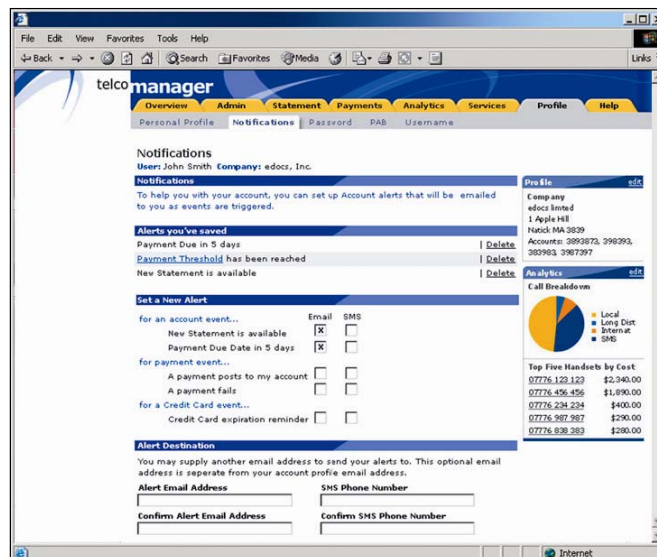
### Unbilled Data Presentment

Having up-to-date information is critical for most organizations. Siebel Communications Billing Manager allows enterprises (and individuals) to view unbilled data or charges that have been posted to the account(s) since the last invoice. This allows business users to view charges as they accrue or check minute balances remaining on their accounts.

### Notifications

The application allows enterprise customers to receive individual or account alerts, using many different channels, including e-mail and Short Message Service (SMS). This way, business users can closely monitor account activities without being online all the time. Common notifications include

- Payment due
- Payment received
- Payment exception
- Threshold reached



Users can monitor account activities by setting up alerts using many different channels, including e-mail.

### Corporate and Personal Address Books

Improving the usability of the telecommunications bill will improve customer satisfaction and reduce questions about billing and call charges. Personal Address Book (PAB) and Corporate Address Book (CAB) allow enterprises to present names instead of numbers in call detail. So where a standard bill may have the number 555-1212, that number with CAB might instead be presented as “Corporate Voicemail” and a personal number might be presented as “Home.” The CAB is loaded by use of the enterprise phone directory. Individual users create the PAB with their personal numbers. Ultimately, both the CAB and the PAB increase the value of the bill presentment experience while reducing questions about charges.

SIEBEL SELF-SERVICE  
COMMUNICATIONS KEY  
CUSTOMERS

- British Telecom
- Cingular Wireless
- GCI
- KPN
- mm02
- Sprint
- Telecom Italia
- Telstra
- T-Mobile
- Verizon Wireless
- Vodafone

### **Enabling Complete Customer Self-Service**

Oracle's Siebel Self-Service application suite for telecommunications includes every capability that service providers need in order to enable a complete online customer self-service experience at their Web site.

The suite combines the industry's most comprehensive e-billing and online self-service functionality with extensive industry domain expertise. The out-of-the-box applications are tailored to solve communications service providers' distinct business problems and to meet industry-specific process requirements.

The suite includes the following applications:

#### **Communications Billing Manager, Business and Consumer Editions**

A complete e-billing and online account management application for communications service providers that gives business and consumer customers valuable and convenient online access to their account information, including the ability to easily view bills, make online payments, and perform bill analysis.

#### **Communications Self-Service Manager**

Enables business and consumer customers to manage most aspects of their service relationship online. From a single convenient interface, customers can easily activate and manage subscriptions and report and resolve problems. Business customers are able to complete these activities for individual employees, as well as company departments and divisions, across the entire organization.

#### **Communications Billing Analytics**

A reporting solution for business customers that empowers individual employees as well as business managers to analyze and understand their communications costs and usage by investigating and identifying trends and patterns across multiple views of their own unique organization.

#### **Communications Rate Plan Advisor**

A Web-based application that recommends the ideal rate plan for wireless subscribers in real time. Individual consumers as well as large businesses can analyze their actual historical voice/mobile/data usage, find the best-fit rate plans, and compare the features offered by those plans. With its intuitive wizard user interface, Siebel Communications Rate Plan Advisor quickly guides end customers or customer service representatives through the entire analysis process. In addition, a service provider's customer care and marketing groups can also use Siebel Rate Plan Advisor to identify prechurn subscribers, simulate new rate plans, and run predictive analytics.

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