

SIEBEL EBILLING MANAGER



KEY FEATURES

- Provide online access to bills, statements, and account information
- Allow flexible payment options
- Reduce print and mailing costs
- Efficiently archive multiyear statement histories
- Offer alert and notification capabilities to both organizations and customers
- Integrate customer self-service into account statements
- Enable downloads in popular formats for offline account management
- Allow access to accounts through kiosks
- Target promotions to individual customers
- Flexibly integrate with legacy systems

Oracle's Siebel eBilling Manager enables organizations to deliver online access to electronic bills. Designed to integrate with existing applications and diverse core legacy systems, it extends the convenience of online billing and account management to a company's entire customer base, as well as its call centers. And with advanced self-service features, it provides a superior online experience that increases customer satisfaction and loyalty, while decreasing costs.

Interactive Statement Presentation

Siebel eBilling Manager allows organizations to present e-bills either dynamically, using HTML, or in a print-friendly format, using PDF. When presented in HTML, e-bills provide a familiar Web experience with search, sorting, filtering, drill-down and download capabilities. HTML e-bills can also include embedded links, allowing customers to click through to more detailed information and self-service functionality.

Combined Accounts Statement

Siebel eBilling Manager creates a single, consolidated view of all of a customer's accounts by aggregating account information from multiple legacy systems. Using the application's self-service features, accounts can either be linked automatically or at the request of customers.

Online Payments

Siebel eBilling Manager provides personal wallets for managing multiple payment vehicles (for example, credit cards and checking accounts). Users or permitted customer service representatives (CSRs) can make one-time payments, establish scheduled recurring payments, view payment histories, and set thresholds and payment alerts.

Paperless Account Option

Through a managed consent model, customers can turn off paper and opt for print-friendly PDF or HTML presentation alternatives. Siebel's solution complies with regulatory requirements for paperless delivery and has historically delivered high enrollment rates.

Multi-Year Statement History and Online Archive

A disk-efficient, high performance statement archiving system gives organizations the flexibility to store years of historical account statements and account-related communications without degrading performance or increasing storage costs.

Notifications and Alerts

Organizations can notify customers about account changes, statement availability, and payment events via email, PDA, or mobile phone. In addition, customers can configure and manage personalized alerts for such things as account balance levels, changes to account profiles, and or the availability of Secure Message responses to inquiries.

Contextual Self-Service and Customer Care

With Siebel eBilling Manager, organizations can integrate customer self-service into e-bills, enabling customers to easily find relevant information and act on it. Self-service can include such operations as changing an address, turning off paper statements and initiating disputes or account inquiries. By providing access within the statement itself, organizations can also promote self-service operations that may otherwise be unknown or difficult to find on a web site.

Multiple Download Formats

Siebel eBilling Manager supports a variety of download formats that allow customers to conveniently manage their account information offline using personal financial management (e.g. Quicken, MS Money) or Microsoft Office (e.g. Excel, Access) applications. To meet most customers' needs, it also supports OFX, QIF, CSV, XML, EDI and PDF download options.

Branch, Agency and Kiosk Access

Organizations can grant branch employees access privileges to view and reprint customers' e-bills through a standard web browser. In addition, branch self-service kiosks can facilitate customers' in-branch service needs.

CSR Call Center Access

Siebel eBilling Manager provides customer service representatives (CSRs) with customer impersonation rights to access customers' e-bills from a standard web browser. Because they can view the same statement as customers, CSRs can easily facilitate both online and offline service requests. The application's customer service dashboard can also incorporate additional operational data, such as personalized marketing offers and service and payment history to provide CSRs with a more comprehensive overview of the organization's relationship with a customer.

Targeted Promotions and Messaging

Within e-bills, organizations can present customers with customized product offers or personalized service messages based on individual account information. By reducing direct mail and telemarketing costs, this feature creates additional revenue generation opportunities and improves marketing efficiency. And, since the offers are highly targeted, customers are more likely to respond to them.

Flexible Integration

Siebel eBilling Manager \ plugs into existing web applications and customer support systems, preserving investments in and extending the capabilities of existing infrastructure. The application also delivers superior performance without regard to large data volumes or user loads, ensuring that both business and consumer customers have the best possible self-service experience.

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