

**Billing Discrepancies
Caught too Late**

INVOICE

Invoice # INV-40273
Date: May 15, 2025

DESCRIPTION	AMOUNT
Monthly Plan	\$70.00
Data Usage	\$25.00
International Calls	\$15.00
Taxes & Fees	\$8.50

TOTAL \$118.50

DISCREPANCY \$35.00



**Bill Shock from
Roaming &
Overage Charges**

ROAMING BILL

May 2025



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Roaming Usage	\$120.00
Data Overage	\$65.00
Voice Overage	\$45.00
SMS Overage	\$10.00

TOTAL DUE \$240.00

**In-App Purchase
Dispute Surge**



PURCHASE RECEIPT

Item	Premium Pack
Price	\$9.99
Tax	\$0.00

TOTAL \$9.99

PAID



Issue
Resolved



Charges
Accurate



Subscriber
Happy

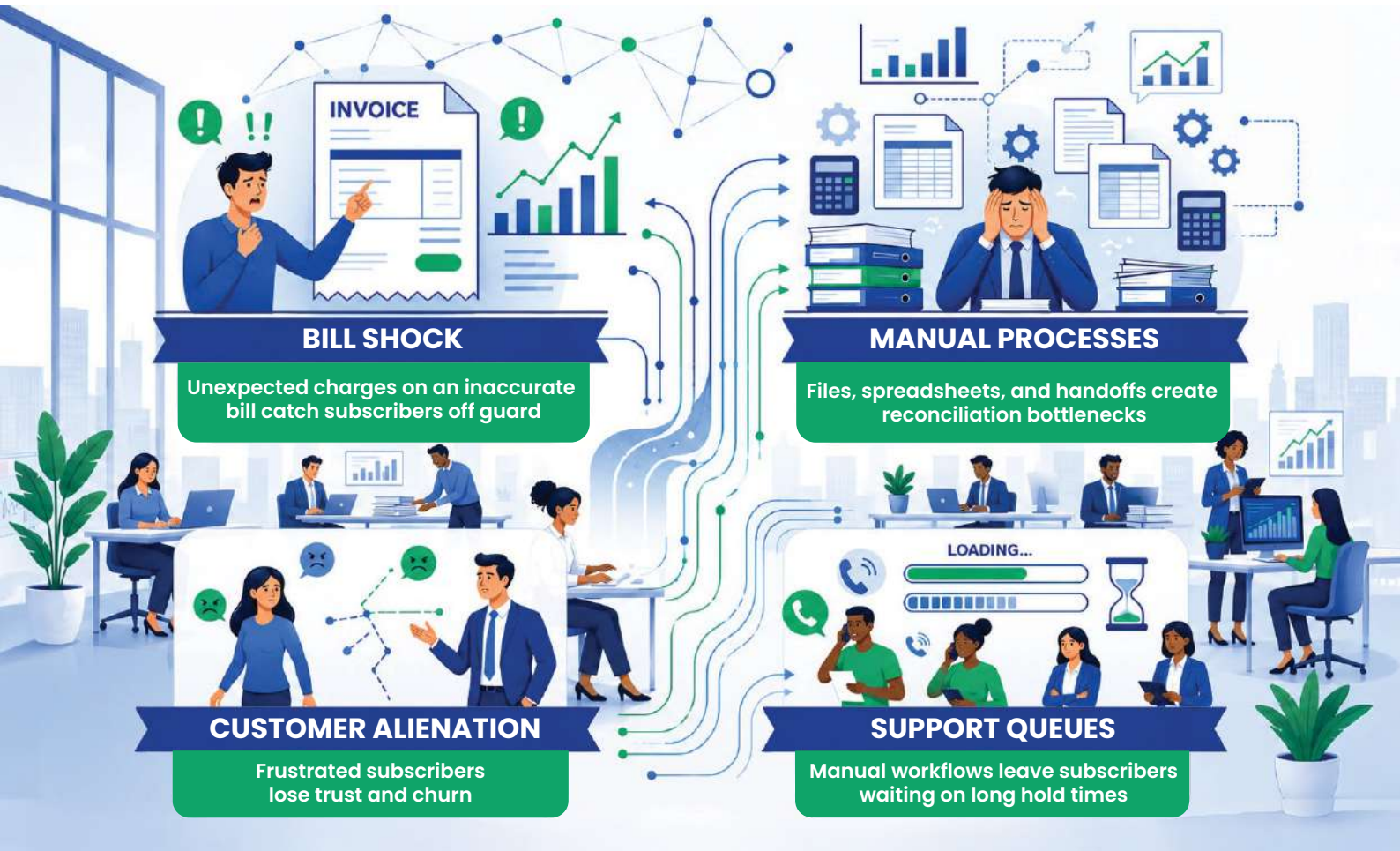
AI Billing Agent for Telecom Operations

Turn Every Billing Interaction Into a Proactive,
Self-Service Win.



The challenges: Why Billing Operations Struggle

Billing is the number one driver of repetitive, resource-draining support calls in telecom. Discrepancies are caught only after invoices are delivered, roaming and overage charges trigger bill shock, and in-app purchase disputes overwhelm support queues. As a result, subscribers lose trust, manual effort inflates costs, and self-service never gets off the ground.



The Solution: An Enterprise-Ready AI Billing Agent

Quantiphi's AI Billing Agent extracts billing data, reconciles planned versus actual spend, detects discrepancies, and delivers audit-ready insights from a single dashboard. A Subscriber Intelligence Layer correlates usage patterns, plan entitlements (MRC, NRC, ARPU), and digital storefront activity to pinpoint anomalies at the individual subscriber level, before invoices reach subscribers.

Capability	Business Outcome
Proactive Anomaly Detection	Catches discrepancies before invoices are delivered
Diagnostic Assist	Resolves complex billing queries instantly
Closed-Loop Automation	Manages the full resolution lifecycle end to end
Subscriber-Aware Routing	Handles prepaid, postpaid, enterprise, and consumer contexts

BOOSTING BUSINESS GROWTH & REVENUE



ROI-Focused Solution

Before AI Billing Agent	After AI Billing Agent	Your Gain (Projected)
Discrepancies surface only after invoice delivery	Proactive detection before bills are sent	Eliminated bill shock and reactive dispute cycles
High inbound call volume for billing queries	Intelligent self-service and Diagnostic Assist	~20% reduction in billing-related support calls in Year 1
Manual reconciliation across BSS/OSS systems	Automated, real-time reconciliation	Significant drop in resolution time and manual effort
Roaming and overage disputes drive churn	Proactive alerts before bill delivery	Measurable improvement in subscriber retention

Note: Projections derived from industry benchmarks.

| Secure and Governed Deployment



Enterprise Guardrails:

Approved billing intents enforced at every interaction. Predefined guardrails route queries to specialized agents only.



Compliance:

Audit-ready insights, configurable data retention, and privacy-compliant masking across all billing records.



Data & Operational Resilience:

Closed-loop escalation paths, account manager notifications, and auto-remediation for unresolved billing anomalies.

| Ready to Transform Your Billing Operations?

Schedule a consultation with our engineers to identify the top billing friction points in your subscriber operations & discover where undetected discrepancies are costing you OpEx & subscriber trust.

Schedule a Consultation

