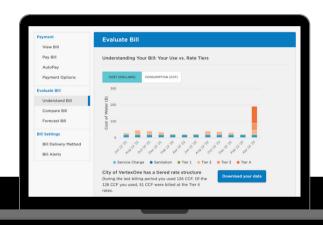# Bill Explainer

Reduce customer support costs through an automated self-help system that allows customers to identify and resolve concerns over high bills.

TAKING THE SHOCK OUT OF BILLS

Bill Explainer provides your customers with automated, easy-to-understand explanations of their consumption is the best practice to reducing support costs and improving customer satisfaction.

Our Bill Explainer system included in VXsmart uses advanced machine learning to identify the likely cause of the bill surprise and walks customers through a simple process to answer questions and help manager water spend.

AI PATTERN DETECTION

Artificial intelligence automatically detects unusual consumption patterns that can lead to high bills.

OMNI-CHANNEL ALERTS

Omni-channel alerting notifies your customers through email, text, print, and/or automated voice messages.

SELF RESOLUTION

Step-by-step instructions help your customers resolve high bill questions without the need for assistance from your customer service.

FULL VIEW OF SPEND

Integrated consumption and bill data combine to provide your customers a 360-degree view of water spend.

vertexone™