

Billing and invoicing process automation

Automates end-to-end billing cycle from usage data collection through invoice generation and delivery, reducing billing errors by 90% and accelerating cash flow through faster, more accurate customer invoicing.

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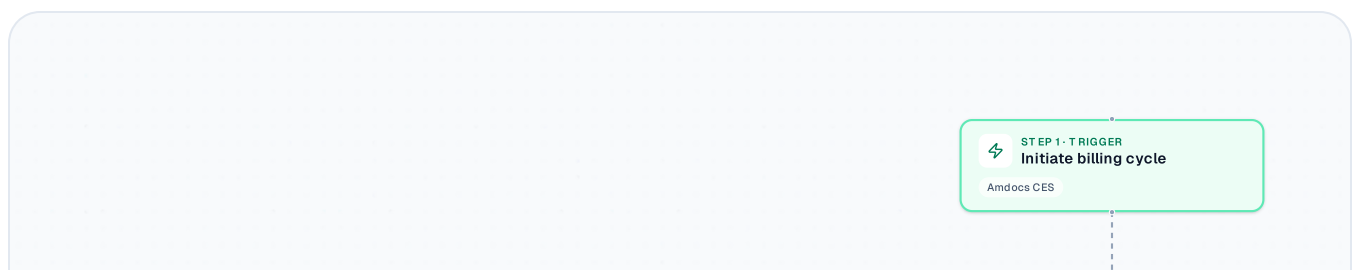


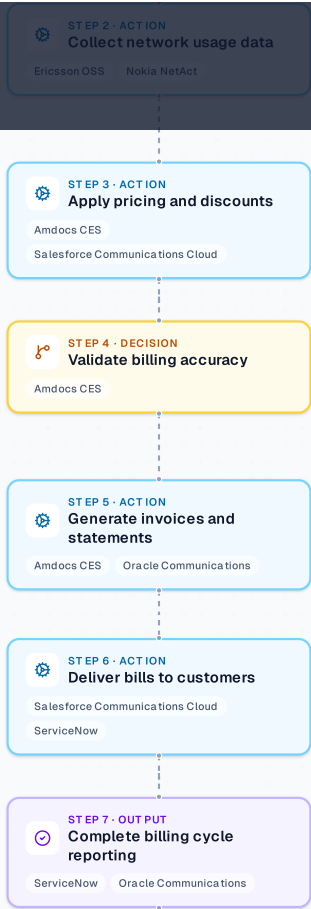
WORKFLOW TRIGGER

Monthly billing cycle initiation date reached

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Initiate billing cycle

Monthly billing process automatically starts based on predefined cycle dates. System begins aggregating all customer usage data for the billing period.

2

 ACTION

Collect network usage data

Aggregates voice, data, SMS, and roaming usage from network infrastructure systems. Validates data completeness and applies usage rating rules.

Ericsson OSS

Nokia NetAct

3

 ACTION

Apply pricing and discounts

Calculates charges based on customer plans, promotional rates, and contract terms. Processes volume discounts and special pricing arrangements.

Amdocs CES

Salesforce Communications Cloud

4

 DECISION

Validate billing accuracy

Automated validation checks for billing anomalies, usage spikes, or calculation errors. Flags accounts requiring manual review before proceeding.

Amdocs CES

5

 ACTION

Generate invoices and statements

AI Business OS

Creates formatted invoices with detailed usage breakdowns and payment terms. Prepares bills for multiple delivery channels including digital and print.

Amdocs CES

Oracle Communications

6

 ACTION

Deliver bills to customers

Distributes invoices via customer-preferred channels including email, SMS, postal mail, and mobile app notifications. Updates customer billing history.

Salesforce Communications Cloud

ServiceNow

7

 OUT PUT

Complete billing cycle reporting

Generates comprehensive billing cycle reports including revenue totals, exception handling summary, and payment processing status for finance teams.

ServiceNow

Oracle Communications



Outputs

- Monthly customer invoices delivered
- Billing cycle completion report

- Exception handling queue for manual review

AI Business OS



Key Metrics

- Billing accuracy percentage
- Invoice delivery success rate
- Days sales outstanding (DSO)



Tools & Integrations

- Amdocs CES
- Ericsson OSS
- Nokia NetAct
- Salesforce Communications Cloud
- ServiceNow
- Oracle Communications

AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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