



The NEW IDI Customer Portal Streamlining Every Step Of The Payment Journey

With customer expectations on the rise and digital channels expanding, it takes advanced customer experience management technology to stay ahead of the curve.

As part of our robust Billing & OSS suite, IDI Billing Solutions' new Customer Portal offers a flexible, full-service Web environment that enables service providers to improve customer relations and streamline operations — providing greater access to account information while reducing printing, processing, service, and administrative costs.



Enhance The Digital Customer Experience

With an easy-to-use interface, IDI's new Customer Portal delivers expanded capabilities and better control. As a service provider, you'll benefit from:

- ▶ **Customizable User Experiences** — enabling you to deliver the desired customer journeys for each market you service, optimized for multiple channels and devices
- ▶ **Easy Integration Options** — leverage IDI's open framework and APIs that support integrations to existing systems or third-party applications
- ▶ **Digital Wallet Capabilities** — electronic payments provided through the addition of a Paymentus integration support customers creating their own wallets with Credit Card, ACH, Venmo, PayPal, Apple Pay and Google Pay options, and managing one-time or automatic recurring payments
- ▶ **Enhanced Branding Capabilities** — choose your preferred corporate color palette with style settings and brand with company logos, colors, fonts, and images
- ▶ **Multiple Editing Tools** — easily update marketing messages and graphics, and access advanced style sheets to create customized content that seamlessly integrates into the user experience
- ▶ **Better Control** — customize visibility of navigation items, automate e-mail distribution, add account information in bulk, view and modify Favorite Numbers for a service — and more

Drive Costs Out Of Your Call Center While Boosting Customer Satisfaction

The new Customer Portal provides end users with at-a-glance account review, with easy access to critical account information, including month-to-date and remaining usage of all services as well as summary and detail bills for current and past months. It also provides users with a variety of self-care options, including the ability to:

- ▶ Answer their own questions about charges with the provided invoice summaries, PDF images, and drill-down details provided
- ▶ View and print invoices, and access payment/transaction history — both at-a-glance and at the detail level
- ▶ View services, products, plans and contracts on the account, including installment and plan detail information
- ▶ View and export usage for voice, messaging and data for each service
- ▶ Add credit card and checking accounts for e-payments
- ▶ Pay bills online via multiple methods
- ▶ Manage and update account information and passwords
- ▶ Set up automatic bill payment, paperless invoicing, notification settings, and more



Let IDI Help You Build A Better Experience — Talk To Us Today.

To learn more about integrating Customer Portal into your solution, contact your Account Manager. You can also learn more by calling us at **888.924.4110** or by visiting idibilling.com/contact.