



THE Bill Bot
Telecom Business Support System

Smarter Billing. Stronger Business. Happier Customers.

The All-in-One Telecom Billing
and Customer Management
Platform



**Automate
Every Process**



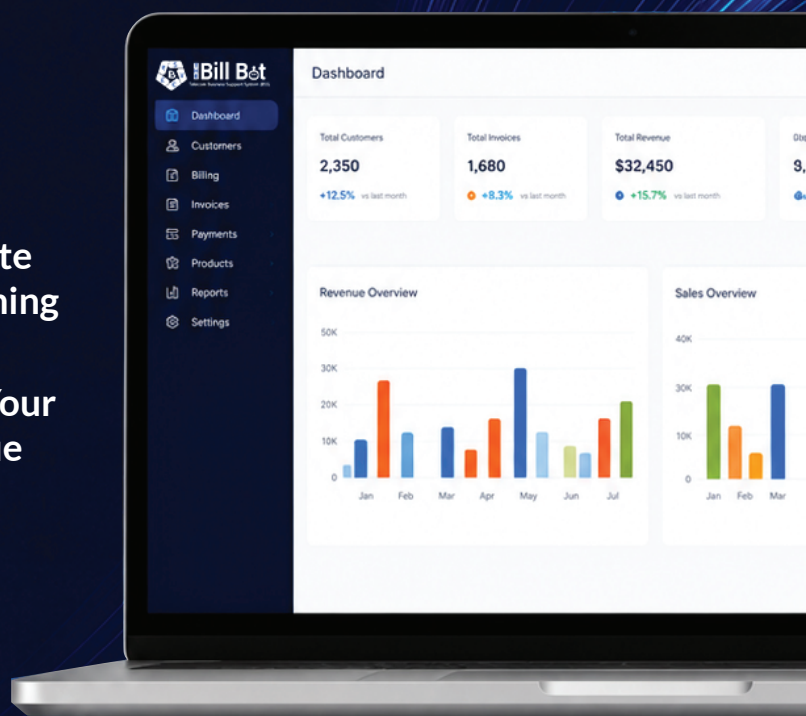
**Integrate
Everything**



**Gain Insights
That Matter**



**Grow Your
Revenue**



Built for Service Providers



Telecoms & ITSPs



MSPs



ISPs



VoIP Providers



Cloud Providers



UCaaS Providers



www.thebillbot.com

Table Of Contents

01		About Billbot	•
02		Platform Overview	•
03		CRM & Lead Management	•
04		Flexible Price Plans	•
05		Service Contracts & Renewals	•
06		Customer Management	•
07		Integrations	•
08		Automation	•
09		Billing Engine	•
10		Invoice Management	•
11		Payments & Collections	•
12		Reports & Analytics	•
13		Why Billbot	•
14		Customer Self Care Portal	•
15		Advantage	•
16		Get Started	•
17		Our Services / On Boarding Options	•
18		Contact Us	•



Platform Overview

BillBot brings all your operations together in a single, intelligent platform.

CRM & Leads

Manage leads, track opportunities, and convert more customers.

Quotations

Create professional quotations quickly and convert them into customers.

Contracts

Manage service contracts, terms, and renewals effortlessly.

Billing

Automate billing processes with accuracy and flexibility.

Payments

Collect payments online and offline with multiple gateways.

Integrations

Seamlessly integrate with third-party systems and tools.

Automation

Automate repetitive tasks and streamline your operations.

Analytics & Reports

Gain real-time insights with powerful reports and dashboards.



One Platform. One Truth. Complete Control.

Simplify operations, enhance customer experience, and accelerate growth.



End-to-End Solution

Manage your entire telecom business from one unified platform.



Automate & Simplify

Reduce manual work, avoid errors, and improve efficiency across operations.



Complete Visibility

Real-time insights across customers, revenues, operations, and performance.



Cloud Powered

Secure, scalable, and accessible from anywhere, anytime.



Data Driven Growth

Powerful reports and analytics to make smarter business decisions.

About Billbot

BillBot is a powerful, cloud-based billing and customer management platform designed specifically for **Telecom, ITSP**, and **MSP** businesses.

From quoting to collections, from call records to renewals, BillBot automates your complete business cycle, so you can focus on growth.

- ✓ All-in-One Platform
- ✓ Highly Automated
- ✓ Easy to Use
- ✓ Fully Customizable
- ✓ Secure & Reliable



CRM & Lead Management

From Lead to Agreement – End to End CRM & Sales Flow.

Manage Leads, send quotations, get their digital signatures & convert them into loyal customers.

- ✓ Capture Leads
- ✓ Track Stages
- ✓ Follow-ups & Activities
- ✓ Pipeline Management
- ✓ Lead Source Analysis

LEAD MANAGEMENT JOURNEY



THE JOURNEY



KEY BENEFITS



Never Lose a Lead

Centralize all leads and track every interaction in one place.



Improve Conversion

Move leads through a structured pipeline and close more deals.



Never Lose a Lead

Convert more qualified leads into loyal, long-term customers.



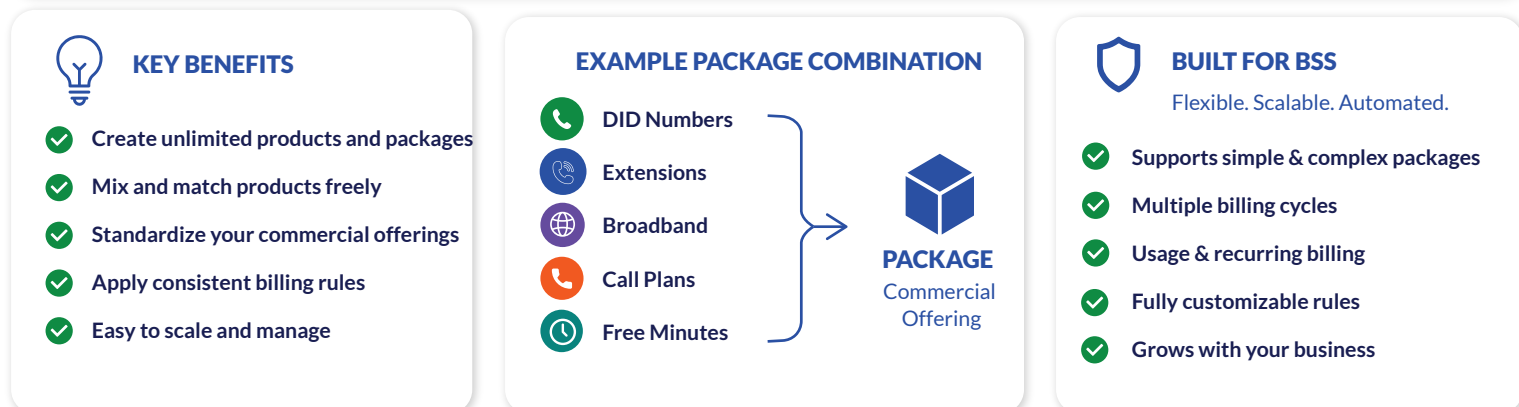
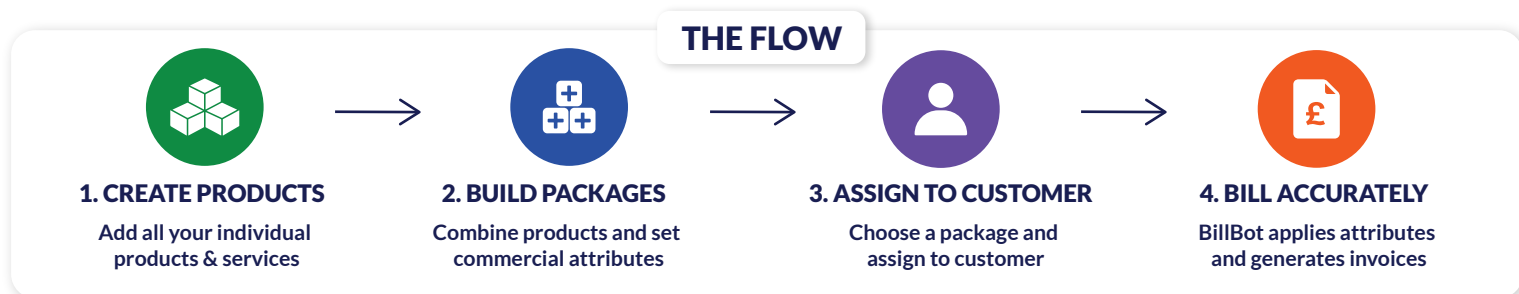
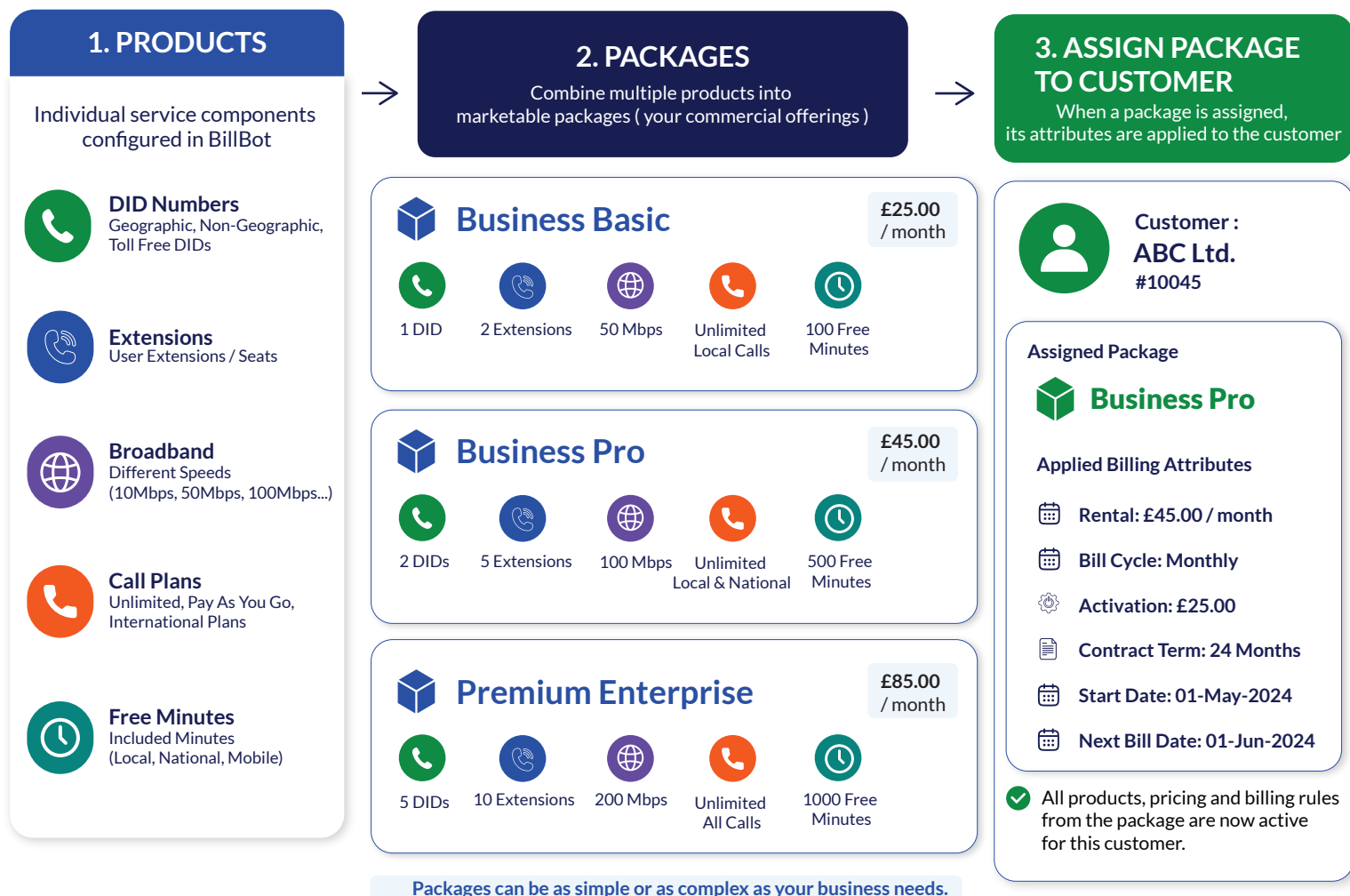
Data Driven Decisions

Analyze lead sources and performance to make smarter decisions.

Flexible Price Plans

How Products are Combined into Commercial Packages and Assigned to Customers

BillBot allows you to create individual Products (DIDs, Extensions, Broadband, Call Plans, Free Minutes, etc.) and combine them into Packages. These Packages become your commercial offerings that can be assigned to customers with specific billing attributes.



Customer Management



Everything your billing team needs is just a click away. BillBot centralises customer information, multiple locations, contacts, subscribed services, invoices, payments and contracts into a single customer record.

With simple service management, secure document storage and downloadable statements and reports, your team can respond faster, reduce administration and deliver an outstanding customer experience.



Centralised Customer Data

All customer details in one unified record.



Multiple Locations & Contacts

Manage all sites and contacts seamlessly.



Subscribed Services

View and manage all active services.



Invoices & Payments

Track invoices, payments and outstanding.



Contracts & Documents

Store contracts and documents securely.



Statements & Reports

Download statements and detailed reports.



All Information. One Place. Total Control.

Empower your team with the right information to deliver better service, faster.

KEY FEATURE HIGHLIGHTS



360° Customer View

Get a complete view of all customer information in one place.



Multi-Site & Multi-Contact Management

Manage multiple locations and contacts efficiently.



Service Management (Add, Amend & Remove)

Add, update or remove services with just a few clicks.



Secure Digital Document Repository

Store and access all important documents securely.



Invoice & Payment History

View complete invoice and payment history in real-time.



Customer Statements

Generate and download customer statements instantly.



Call Usage Reports

Access detailed call usage and consumption reports.



Excel & PDF Downloads

Download reports and data in Excel or PDF format.



Complete Audit Trail

Maintain a full audit trail for transparency and compliance.



Simple, User-Friendly Interface

Intuitive design that saves time and boosts productivity.

Service And Contract Renewals



From Customer Onboardings & Contract Agreements.

Manage Contract Renewals and early termination charges, all in one platform.

Manage customer services with confidence from activation to renewal. BillBot makes it easy to provision, modify or terminate services while automatically managing contract terms, renewal dates and billing rules.

Proactive renewal reminders help retain customers, while intelligent early termination calculations ensure any outstanding contractual charges are billed accurately.

Flexible settlement discounts and automated final invoicing streamline the entire off-boarding process, reducing manual effort and improving the customer experience.



Customer Onboarding

Streamline new customer setup and service activation.



Contract Management

Store and manage all customer contracts in one place.



Renewal Management

Automate renewals and send timely reminders.



Early Termination Handling

Calculate early termination charges accurately and instantly.



Discounts & Settlements

Apply settlement discounts and manage final settlements easily.



Automated Final Invoicing

Generate and send final invoices automatically.

KEY BENEFITS



Automatic Renewal Reminders

Never miss a renewal with automated notifications.



Accurate Remaining Days Calculation

Track contract timelines with precision.



Fair Billing for Early Termination

Bill early termination charges accurately and transparently.



Discounts for Easy Settlements

Offer flexible discounts to close accounts smoothly.



Improved Cash Flow & Customer Satisfaction

Faster settlements lead to better cash flow and happier customers.



Complete Audit Trail & Transparency

Maintain a full audit trail for compliance and transparency.

Automation

From leads to payments – everything automated.



**End to End
Automated Flow**



Lead



Quote



Signature



Service
Activated



Invoice



Payment
Received



Reporting

Reports & Analytics

Powerful insights.
Real-time data.
Smarter decisions.



REPORT CATEGORIES



Customer-centric Reports

Analyse customer information, activity, usage, outstanding and more.



Company Revenue Reports

Track revenue, collections, payments and business growth.



Product & Package Subscription Reports

Monitor subscriptions, packages, MRR/ARR, upgrades & downgrades.



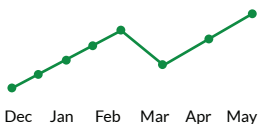
Call Usage Reports

Detailed call usage analysis by customer, extension, destination and more.

KEY METRICS

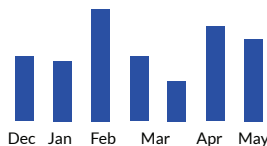
Total Revenue (GBP)

£125,430.00 ▲ 18.3%
vs Apr-2024



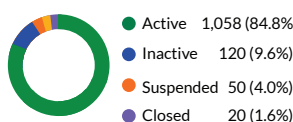
Total Collected (GBP)

£112,600.00 ▲ 16.7%
vs Apr-2024

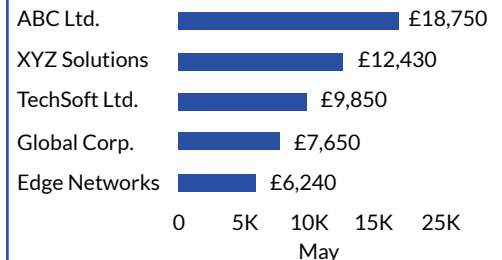


Total Customers

1,248 ▲ 12.5%
vs Apr-2024



TOP 5 CUSTOMERS BY REVENUE



KEY BENEFITS



MORE POWERFUL ANALYTICS



Billing Engine

Everything you need. All in one platform.



AUTOMATED BILLING ENGINE

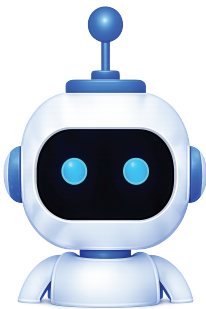
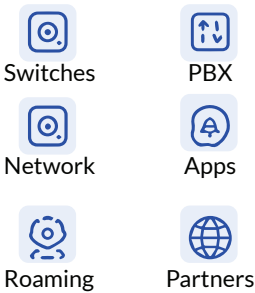
- Multiple Billing Cycles
- Multiple Bill Runs
- Recurring Billing
- Usage Based Billing
- Subscription Billing
- Convergent Billing
- Custom Price Plans
- Discounts
- Tax Management
- One-off Invoices



CDR PROCESSING

- Automated CDR Imports
- Scheduled Processing
- Carrier Integrations
- Wholesale & Retail Rating
- Margin Analysis

CDR SOURCES



RATED CDRS

- Voice ✓
- Data ✓
- SMS ✓
- Roaming ✓



High Performance Rating Engine

Process millions of records with speed and accuracy.



Flexible & Scalable Architecture

Built to scale with your business, not against it.



Real-time Processing

Automate invoice generation and delivery with pre-defined rules.



Secure & Reliable

Automate invoice generation and delivery with pre-defined rules.

Dashboard

TOTAL REVENUE

This Month (GBP)

£1,250,890

+12.5% vs last month

ACTIVE CUSTOMERS

2,350

+8.3% vs last month

BILLS GENERATED

£147,090

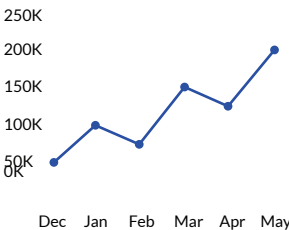
+8.1% vs last month

COLLECTIONS

£147,880

+5.7% vs last month

REVENUE TREND

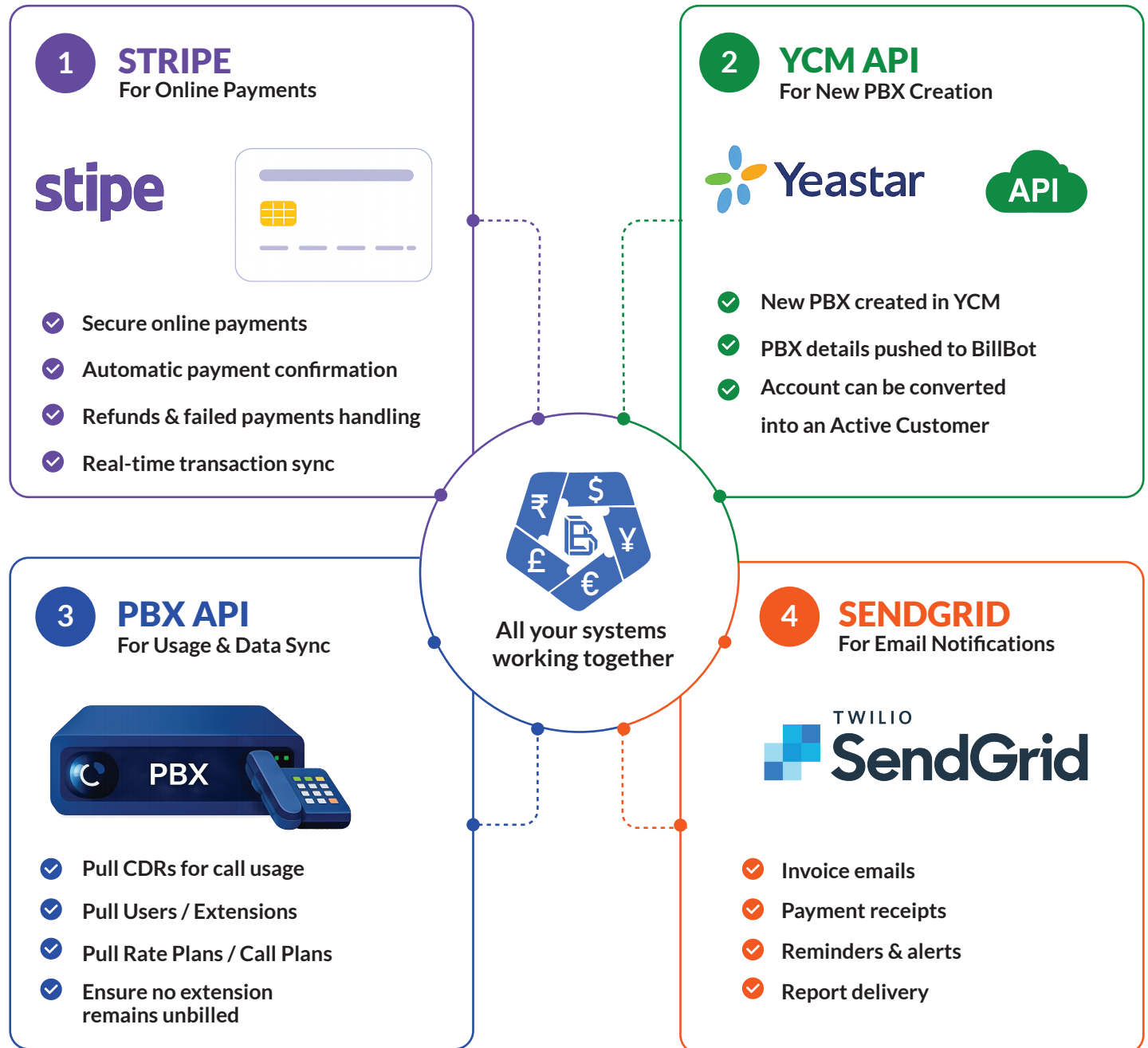


REVENUE BY SERVICE



Integrations

Powerful connections. Real-time data. Seamless operations.



All integrations work in real-time to keep your billing, services, and customer data accurate and automated.

Invoice Management

From bill run to payment collection – BillBot automates the complete invoicing process.



BillBot transforms invoice generation into a fully automated and error-free process. Whether billing recurring services, one-time charges or usage-based services, invoices are generated accurately using configurable billing rules and schedules.



Automate complex calculations of Rental, call usage, one-off charges and discounts.



Billing teams can review, amend and approve invoices before release, ensuring complete control over the billing process. Every invoice is securely stored within the customer account and can be delivered automatically by email or downloaded at any time.

- ✓ Auto & Manual Invoices
 - ✓ Professional Templates
 - ✓ Credit Notes
- ✓ Bulk Actions
 - ✓ Invoice History
 - ✓ Invoice Scheduling

INVOICE

INV-2024-0656

ABC Ltd.

15-May-2024



Amount
£1,245.00

Paid

INVOICE SUMMARY

Subtotal	£1,150.00
Tax (20%)	£230.00
Total Amount	£1,380.00
Payments	-£1,380.00
Balance Due	£0.00



Automated



Professional



Transparent



Faster Invoicing

Automate invoice generation and delivery with pre-defined rules.



Improved Accuracy

Eliminate manual errors with validated calculations and billing logic.



Complete Visibility

Track invoice status, payments and history in real-time.



Automated Delivery

Invoices sent automatically via email to customers.



Secure & Compliant

Invoices are stored securely and are always audit-ready.



Automate Billing, Improve Efficiency, Scale Faster

Payments & Collections

Get paid faster with smart payment and collection tools.



BillBot delivers an end-to-end payment management solution. From secure online payments and automated payment reminders to reconciliation and customer account statements, every stage of the collection process is streamlined.



The platform maintains a complete audit trail of invoices, payments, credits, and outstanding balances, enabling finance teams to monitor cash flow in real time. Built-in support for settlement discounts and flexible payment options helps resolve customer accounts efficiently while improving the overall payment experience.

- ✓ Online Payments (Stripe)
- ✓ Multiple Payment Methods
- ✓ Payment Reconciliation
- ✓ Payment Reminders
- ✓ Dunning Management
- ✓ Aged Receivables
- ✓ Secure Transactions
- ✓ Real-time Updates
- ✓ Automated Notifications
- ✓ Settlement Discounts
- ✓ Customer Statements
- ✓ Full Audit Trail

Outstanding £12,830.00

Overdue Invoices
12



Pay Now

Secure • Fast • Reliable

- Faster Collections** Automated reminders and follow-ups.
- Lower DSO** Reduce days sales outstanding.
- Better Cash Flow** Improve liquidity and forecasting.
- Reduced Risk** Minimise overdue and bad debt.



Secure Payments

Industry-standard security with encrypted transactions.



Better Cash Flow

Match payments with invoices accurately and instantly.



Better Cash Flow

Automated reminders reduce delays and improve response.



Better Cash Flow

Multiple payment methods and settlement discounts.

PAYMENTS PERFORMANCE (THIS MONTH)



TOTAL COLLECTED
£125,430.00

▲ 18.3%
vs last month



ON-TIME PAYMENTS
86.4%

▲ 6.7%
vs last month



AVERAGE DSO
28 Days

▼ 12.5%
vs last month



OVERDUE AMOUNT
£12,830.00

▼ 8.4%
vs last month



COLLECTION RATE
97.2%

▲ 4.9%
vs last month



THE BillBot
Telecom Business Support System

Automate Billing, Improve Efficiency, Scale Faster

Why BillBot?



Complete Business Support System

Manage your entire customer journey—from lead generation and quotations to billing, payments, renewals, and reporting—all from a single platform.



Intelligent Automation

Automate repetitive tasks including customer onboarding, invoice generation, payment reminders, CDR imports, and scheduled reporting, allowing your team to focus on business growth.



Accurate & Flexible Billing

Support recurring billing, usage-based charging, multiple billing cycles, bespoke pricing, and complex telecom packages without compromising accuracy.



Powerful Business Intelligence

Make informed decisions with real-time dashboards and comprehensive reports covering customers, revenue, subscriptions, call usage, and financial performance.

[View All Payments](#)



Seamless Integrations

Connect effortlessly with payment gateways, PBX platforms, CRM tools, and accounting software to create a fully connected business ecosystem.



Built to Scale

Whether you manage hundreds or thousands of customers, BillBot grows with your business while maintaining performance, security, and reliability.



Cloud-Native & Secure

Hosted on enterprise-grade cloud infrastructure, BillBot delivers high availability, automated backups, robust security, and reliable performance.



Designed for Telecom Providers

Unlike generic billing software, BillBot is purpose-built for the telecom industry, supporting DID, extensions, broadband, call plans, usage billing, service contracts, renewals, and telecom-specific workflows.



One Platform



Unlimited Possibilities



Stronger Business Growth



Automate Billing, Improve Efficiency, Scale Faster

The BillBot Advantage

- ✓ End-to-End Customer Lifecycle Management
- ✓ Telecom-Focused Business Support System (BSS)
- ✓ Reduced Operational Costs
- ✓ Faster Billing Cycles
- ✓ Improved Cash Flow
- ✓ Greater Billing Accuracy
- ✓ Enhanced Customer Experience
- ✓ Real-Time Business Insights
- ✓ Flexible & Customisable Platform
- ✓ Ready for Future Growth

- CRM
- Lead Management
- Quotations
- Digital Signature
- Customer
- Products
- Packages
- Contracts
- Billing
- Invoices
- Payment Reminders
- Payments Collections
- Reports & Analytics

One Platform. Every Process. Complete Control.

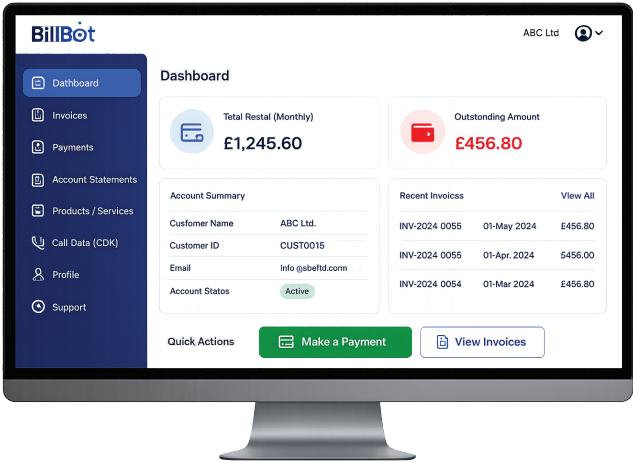
BillBot empowers telecom providers to simplify operations, automate billing, accelerate cash flow, and deliver exceptional customer experiences—all from a single, intelligent platform.



Customer Self Care Portal

Your Account. Your Information.
Anytime, Anywhere.

BillBot's Customer Self Care Portal gives your customers 24/7 secure access to their billing information, invoices, payments, statements and services.



Everything Your Customers Can Do

1 Dashboard

View total rental, outstanding balance and recent activity at a glance.

Total Rental (Monthly)	Outstanding Amount
£1,245.60	£456.80

2 Online Payments

Make secure online payments instantly using multiple payment options.



3 Invoices & Call Data

Download all invoices and detailed Call Data Records (CDR) whenever needed.



4 Payment History

View the history of all payments including date, amount and payment method.

Date	Amount	Method
01-May-2024	£456.80	VISA
01-Apr-2024	£456.80	Master Card
01-Mar-2024	£456.80	Bank Transfer

[View All Payments →](#)

5 Account Statements

Generate and download statements for any selected period.

Select Period

01-Apr-2024

30-Apr-2024

[Download Statement](#)

6 Products & Services

View summary and details of your subscribed products, packages and rental.

Monthly Rental	£1,245.60
Next Billing Date	01-Jun-2024
Total Services	6

[View Details →](#)

Benefits for Your Customers



24/7 Access

Access account information anytime, from anywhere.



Faster Payments

Pay online securely and get instant confirmation.



Reduced Support Calls

Empower customers with self-service and real-time information.



Complete Visibility

Full visibility of billing, payments, statements and services.



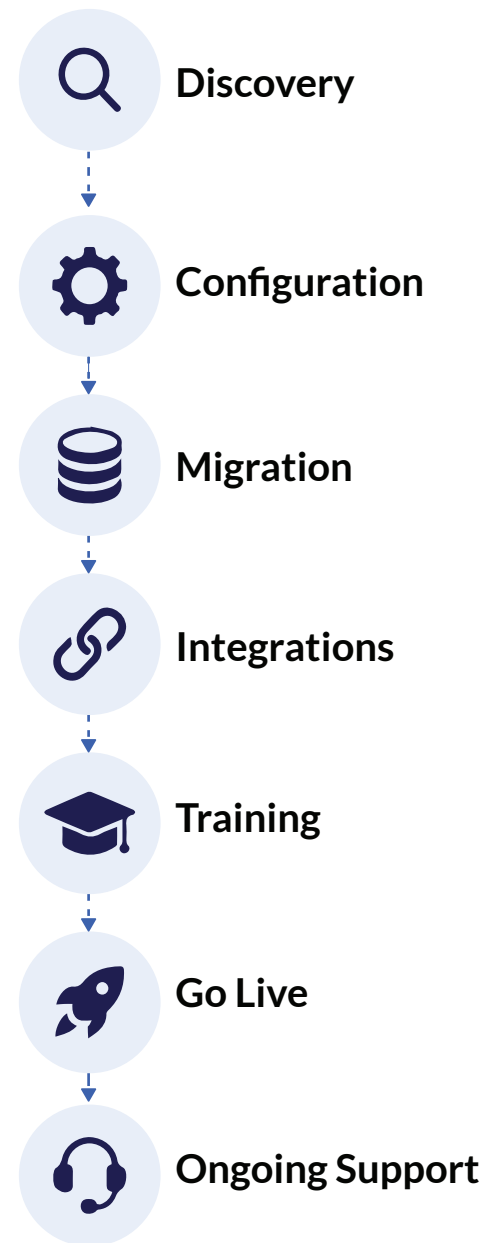
24/7 Access

Simple, transparent and hassle-free self-service.

Get Started

Your journey to smarter telecom billing starts here.

A simple, guided implementation process designed to get your business up and running quickly with minimal disruption.

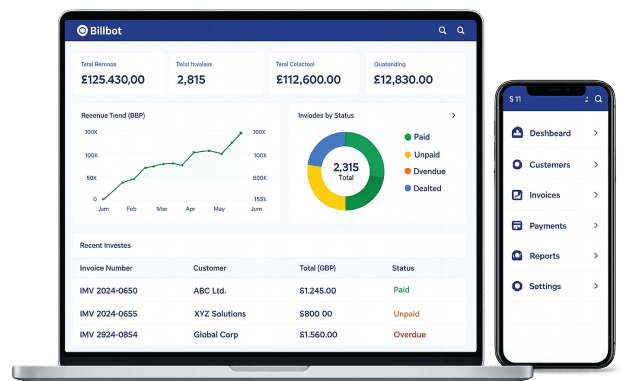


Ready to Transform Your Billing Operations?

Whether you're migrating from spreadsheets, replacing an existing billing platform, or launching a new telecom business, BillBot makes the transition simple, secure, and efficient.



Schedule a personalised demonstration today and discover how BillBot can automate your operations. Improve billing accuracy, and help your business scale with confidence.



Our Services

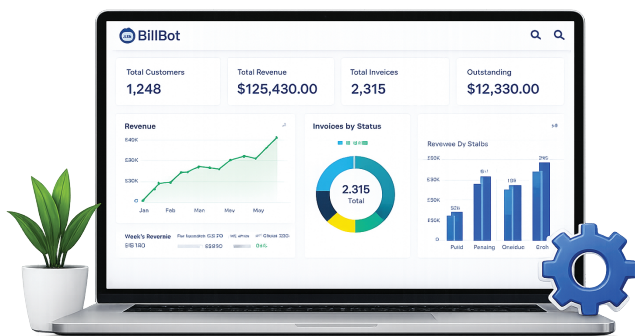
Onboarding Options

BillBot offers flexible onboarding options to match your business needs. Choose the level of support that works best for you.



OPTION 1

Self-Managed



- ✓ We configure BillBot.
- ✓ We train your team.
- ✓ You manage Product catalogues & billing cycles.
- ✓ Take Full control over day-to-day operations.



OPTION 2

Fully Managed



- ✓ We configure and maintain BillBot.
- ✓ Our billing specialists run your billing cycles.
- ✓ We monitor invoices, resolve issues, and support your operations.
- ✓ Ideal for businesses that want to outsource billing.

WHY CHOOSE BILLBOT?



Flexible
Engagement
Models



Expert
Support
Always



Focus on
Growth, We
handle Billing



Secure &
Reliable
Platform



Quick
Setup &
Smoother
Operations



We're here to help you succeed.

Whether you prefer to manage billing in-house or let our experts handle it for you, BillBot ensures accuracy, reliability, and peace of mind.



Schedule a Demo Today

Let's find the perfect onboarding option for your business.



THE BillBot

Telecom Business Support System



**Automate
Billing**



**Improve
Accuracy**



**Gain Business
Insights**



**Scale
Faster**

LET'S BUILD BETTER TOGETHER



Address

THE BILLBOT
Unit 2, Shri Heights,
3 Palmerston Road,
Harrow, HA3 7JD



Phone

+44 (0) 333 242 6336



E-mail

info@thebillbot.com



Website

www.thebillbot.com



THE BillBot
Telecom Business Support System

Automate Billing. Improve Accuracy. Scale Faster.