BILLING INSIGHTS: SHAPING TOMORROW

JOSH OWEN

VP DATA & ANALYTICS

JESSICA AGUILAR

ANALYTICS TECHNICAL LEAD

AGENDA

- What's New in Analytics and Billing
  - Demo
- Rev.ii for Analytics
  - Demo
- What's Next
- Feedback/Sign-up Now
- Questions

Orders Summary

TOC

Orders Report

Last Update (EST): 8/29/2024 4:01:20 AM

Dates Slicer

1/1/2022

3/31/2023

Period Slicer

All

Assignee

All

Service Type

All

Provider

All

New Orders	Open Orders	Completed Orders
177	177	11K

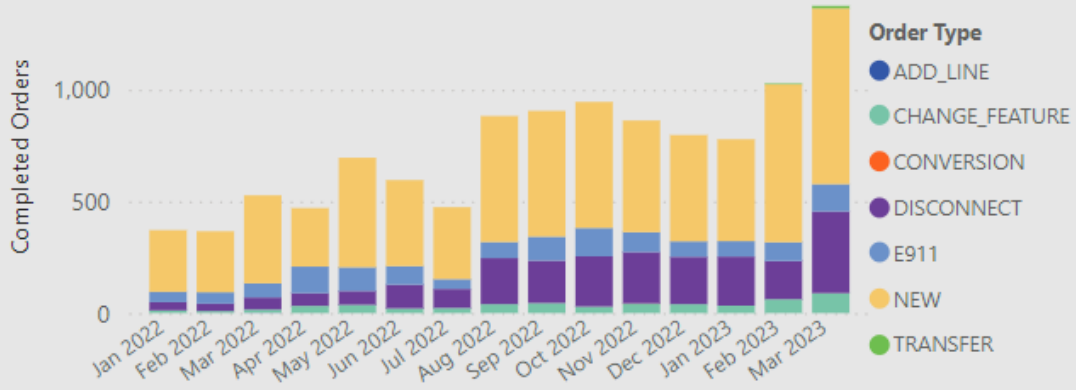
Longest Process

Rev.io Data Speed Change - Business 34 Days

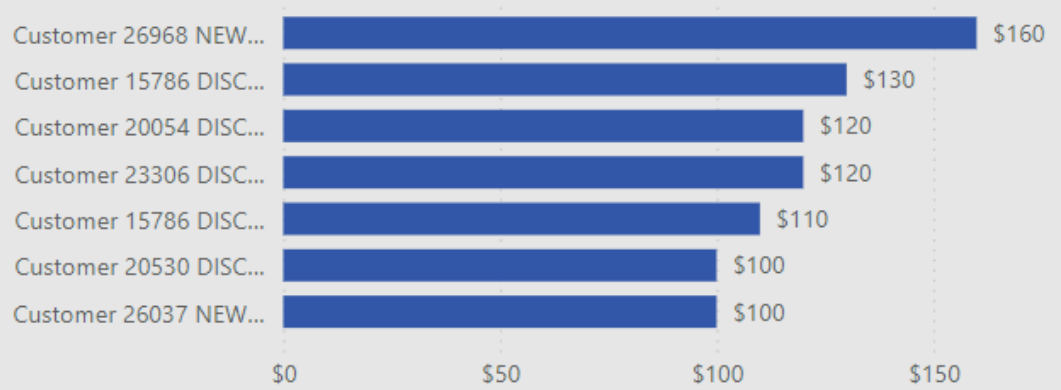
Longest Process Phase

Business Data Speed Change 34 Days

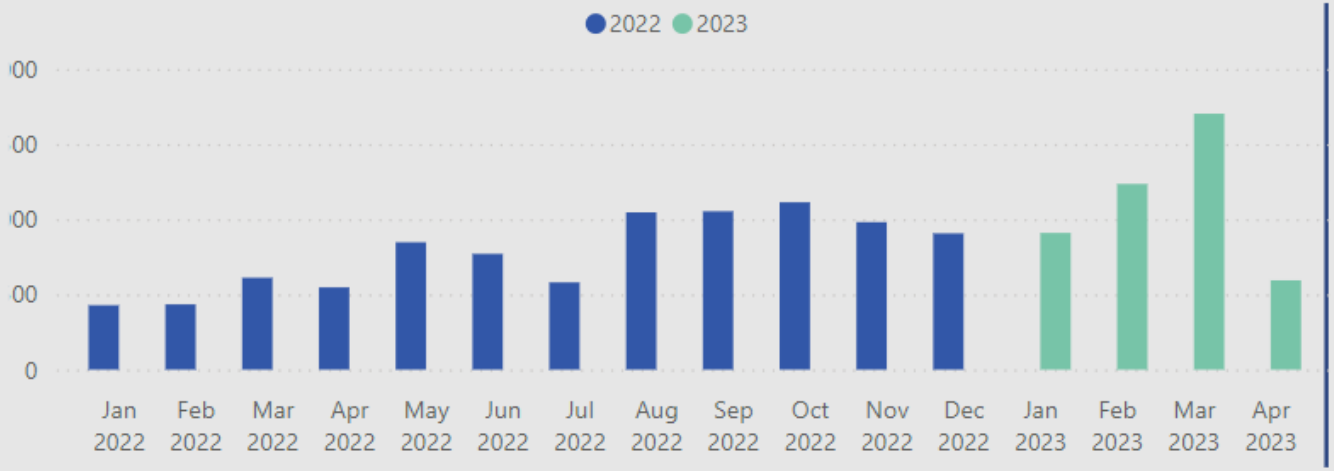
Completed Orders by Order Type



Customers by Pending Orders



Order Trends Last 2 Years

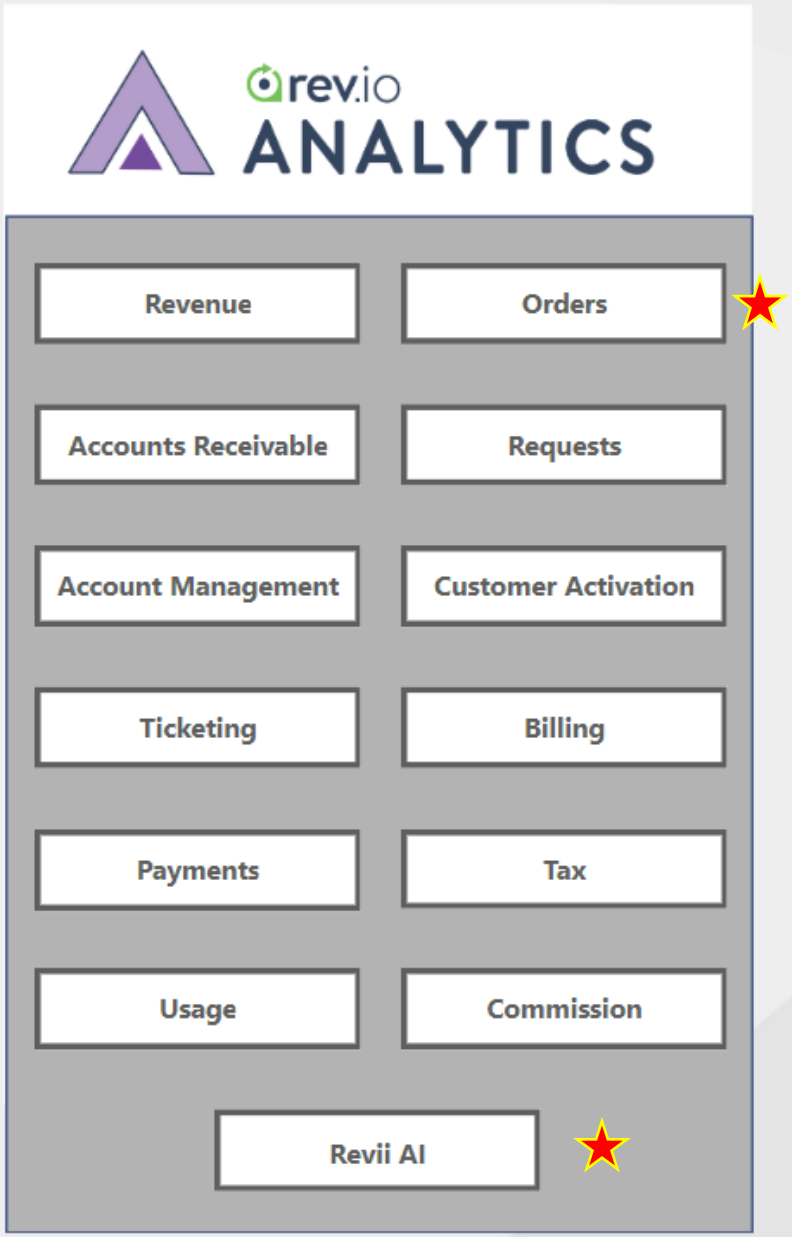


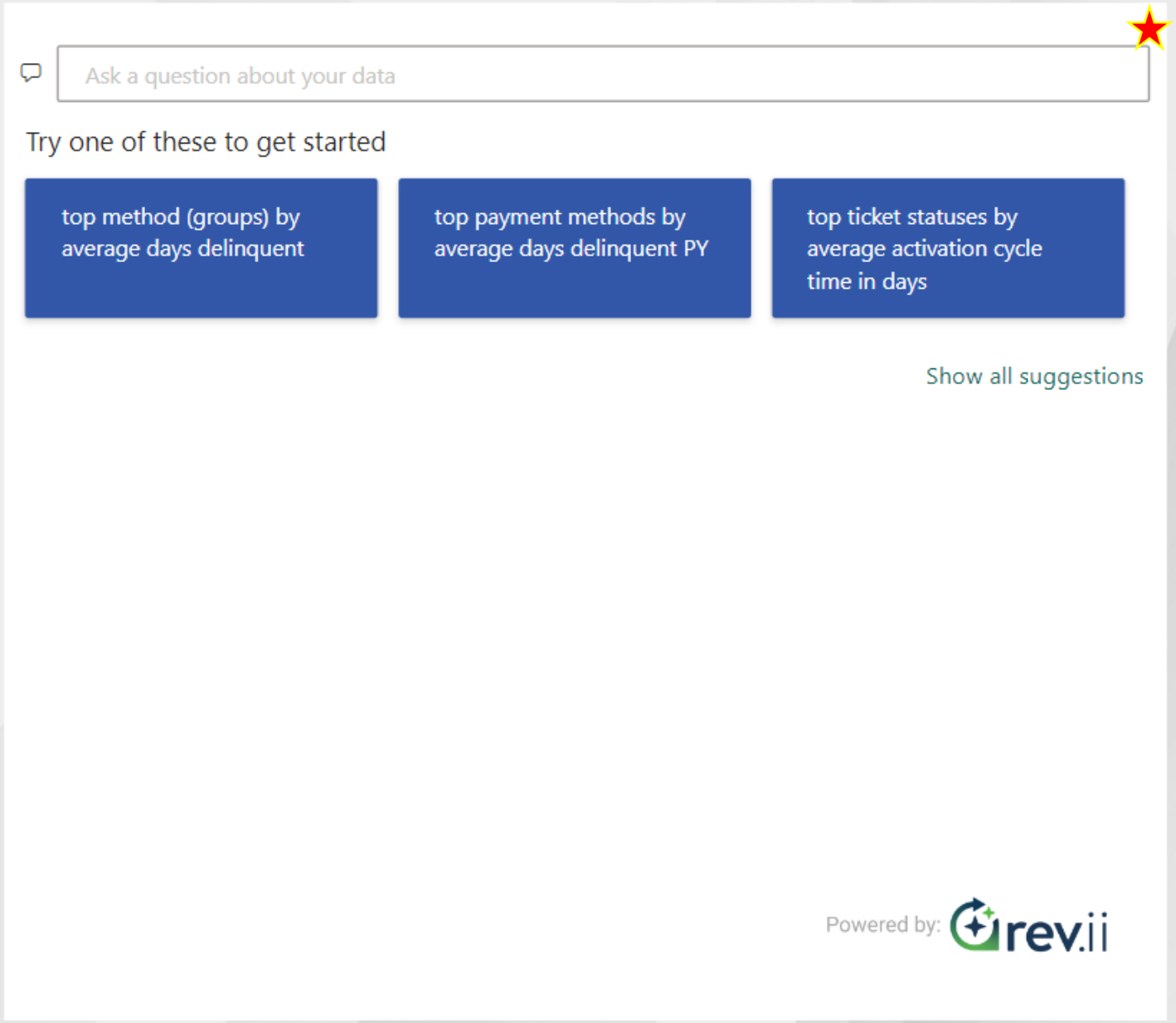
Open Orders By Assignee and Service Type

Date	Open Orders	MRC
Jan 2022	**0**	**$5,173.83**
1/4/2022	**0**	**$139.99**
Unassigned	**0**	**$139.99**
Account Level Service	0	$139.99
Data Service - Direct Internet Access	0	$139.99
1/5/2022	**0**	**$900.00**
Unassigned	**0**	**$900.00**
Data Service - Dark Fiber	0	$900.00
1/6/2022	**0**	**$199.98**
Total	**0**	**$76,315.04**

What’s New in Billing Analytics?

- New Table of Contents (TOC) for easier navigation
- Improved look and feel
- Enhanced date slicer
- Additional slicer options
- Updated visual elements


rev.io
ANALYTICS
Revenue
Orders
Accounts Receivable
Requests
Account Management
Customer Activation
Ticketing
Billing
Payments
Tax
Usage
Commission
Revii AI


Ask a question about your data
Try one of these to get started
top method (groups) by average days delinquent
top payment methods by average days delinquent PY
top ticket statuses by average activation cycle time in days
Show all suggestions
Powered by: rev.ii

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TOC

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Business Data Speed Change 34 Days

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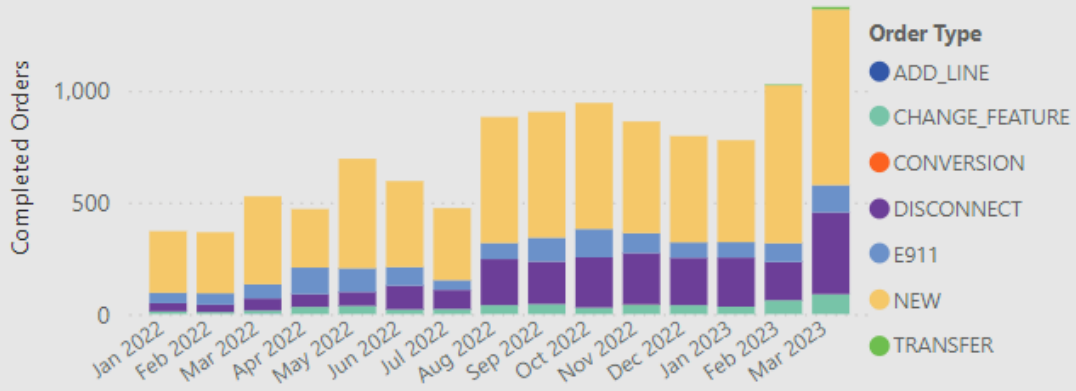

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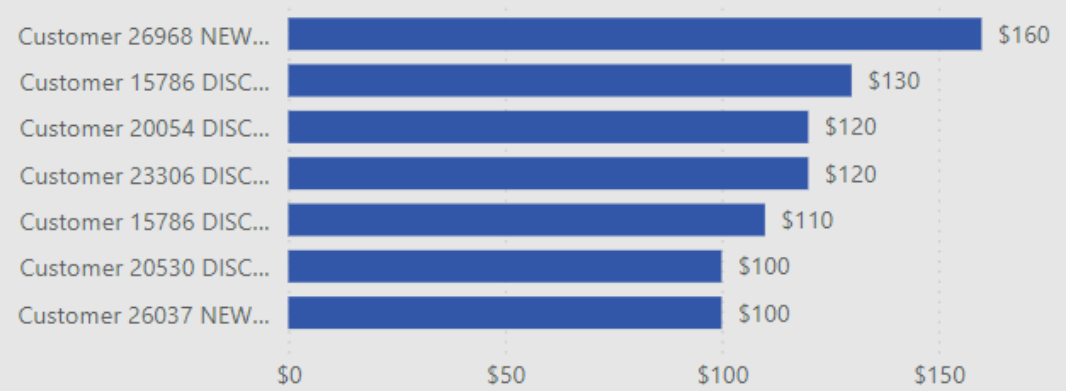

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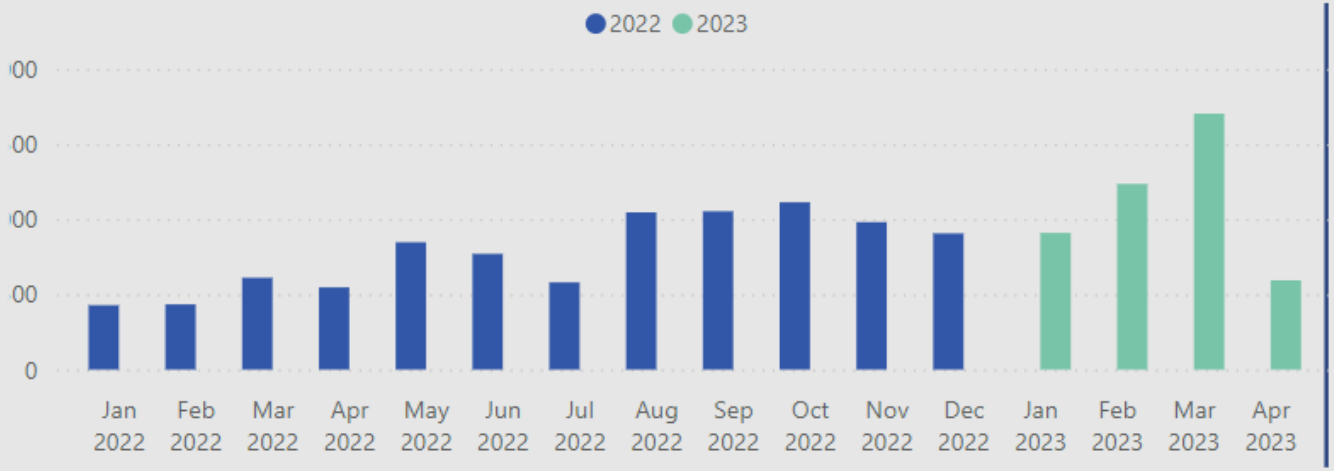

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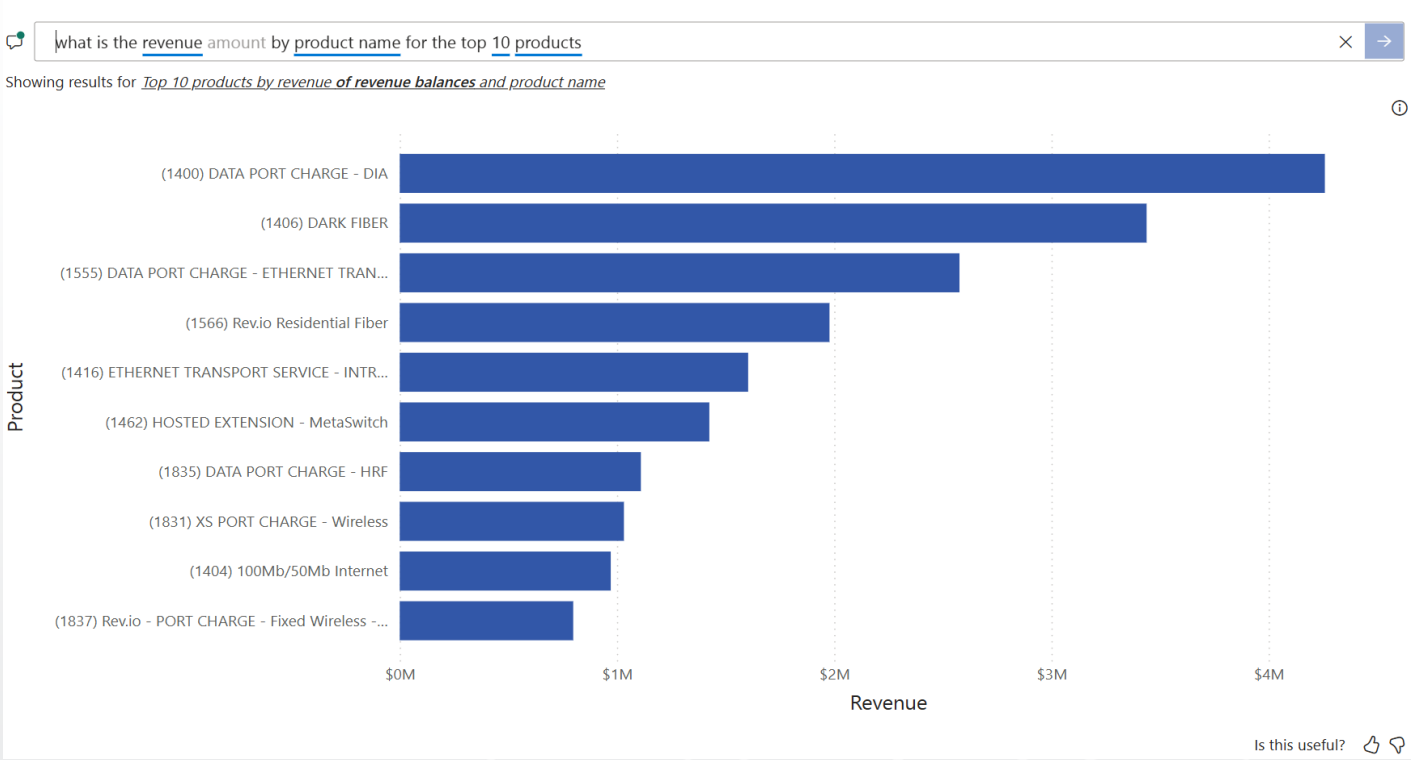
delete
delete
Questions ?

What is Rev.ii for Analytics?

Rev.ii for Analytics is a tool to explore your data by asking questions in a natural way and receiving answers in the form of charts and graphs.



Why use Rev.ii for Analytics?

User-Friendly Interface: Interact with your data using simple, natural language questions.

AI-Powered Insights: Leverages advanced AI and natural language models to understand and respond to your queries.

Targeted Results: Unlike a search engine, Q&A only provides results about the data in your instance's data model.

Versatile Visualizations: Automatically generates various types of visualizations like charts and graphs based on your queries.

Enhanced Productivity: Saves time by eliminating the need for complex queries or data manipulation.

Rev.ii for Analytics makes data exploration intuitive and engaging, empowering everyone to make data-driven decisions with ease.

Revii AI

TOC

rev.io ANALYTICS

Last Update (EST):
9/3/2024 4:03:58 AM

Dates Slicer

1/1/2022

8/3/2022

Period Slicer

All

User Group

All

Customer

All

Customer Status

All

Ask a question about your data

Try one of these to get started

- top ticket statuses by total ticket count
- top payment methods by dso
- what is the payment amount by payment method
- what is the payment amount by customer class
- what is the payment amount by method (groups)

Show all suggestions

Powered by: rev.ii

Analytics and AI Future for Billing

What's Cooking?

We're excited to discuss the future of AI and Analytics in Billing, where numerous innovative ideas are being developed, much like a cook experimenting with new recipes in their kitchen.

These advancements have the potential to significantly enhance productivity, streamline operations, and ultimately drive increased revenue.

We highly value your feedback and would love to hear your thoughts on how these potential improvements can best serve your needs.

Churn Analysis

Why do we want better Churn Analysis and Predictions?

- **Customer Retention**: By identifying customers who are likely to churn, companies can take proactive steps to retain them through targeted promotions, personalized offers, or improved customer service.

- **Cost Efficiency**: Acquiring new customers is often more expensive than retaining existing ones. A churn prediction model helps allocate resources more efficiently by focusing on high-risk customers, thereby reducing overall marketing and operational costs.

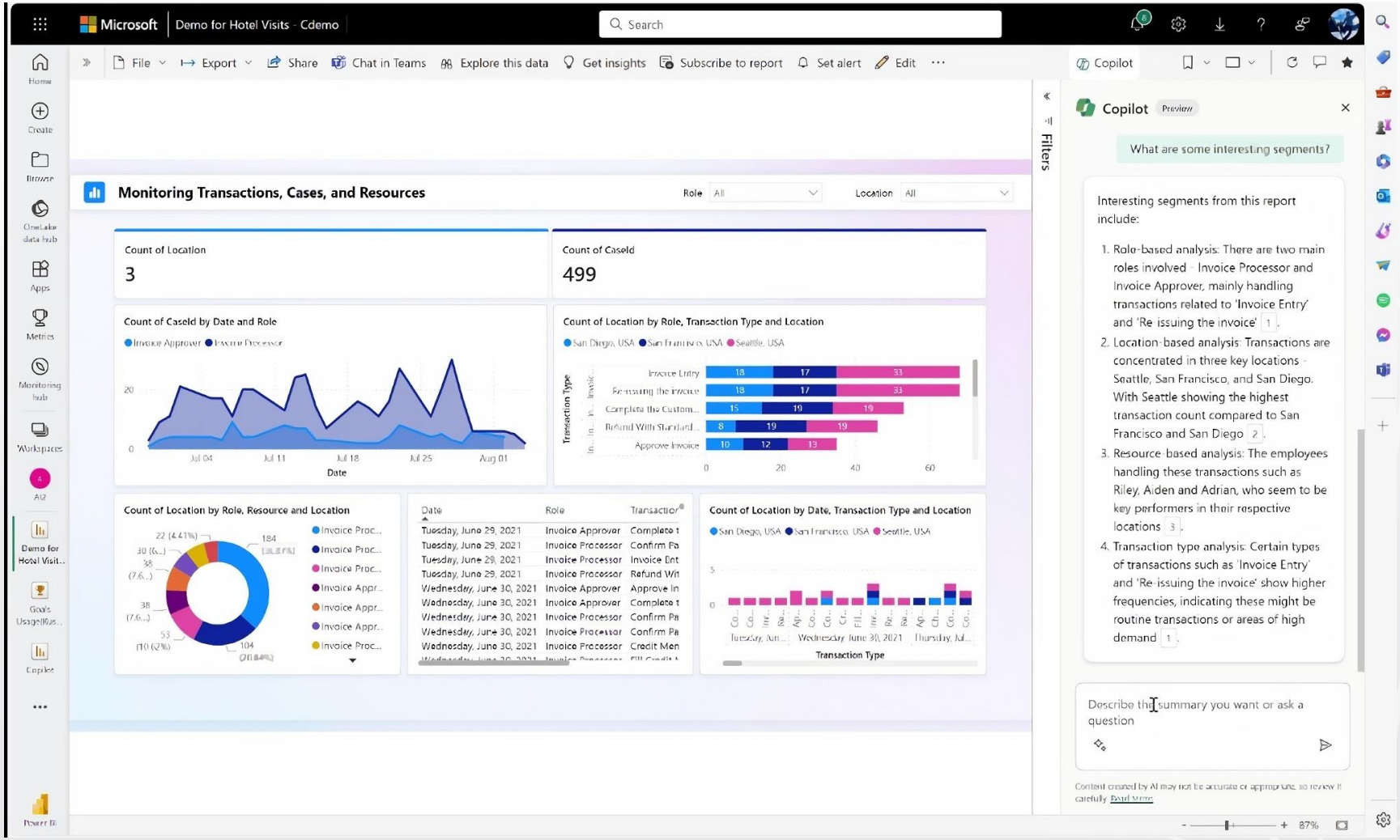
- **Improved Customer Experience**: Predictive models can highlight common pain points leading to churn. By addressing these issues proactively, companies can enhance the overall customer experience, leading to increased satisfaction and loyalty.

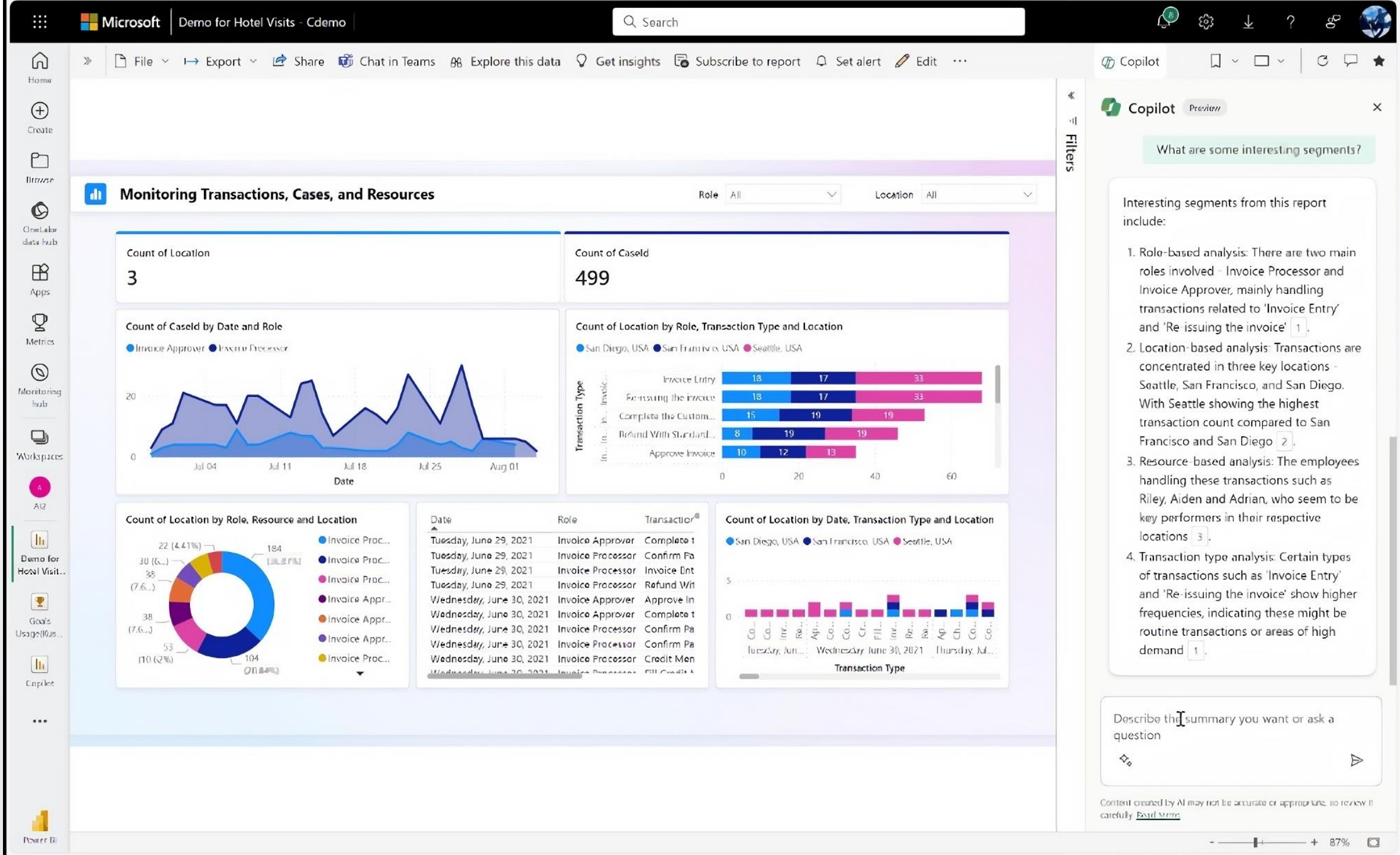
- **Revenue Optimization**: By reducing churn, companies can stabilize their revenue streams. Understanding churn patterns also enables companies to predict future revenue more accurately and plan strategically.

- **Competitive Advantage**: A well-implemented churn prediction model can give companies a competitive edge by enabling them to respond faster and more effectively to customer needs and market changes, thereby retaining more customers compared to competitors.

Full Chat with your Data Experience

Copilot with your data




Microsoft
Demo for Hotel Visits - Cdemo
Search
File
Export
Share
Chat in Teams
Explore this data
Get insights
Subscribe to report
Set alert
Edit
Copilot
Monitoring Transactions, Cases, and Resources
Role All
Location All
Count of Location
3
Count of CaseId
499
Count of CaseId by Date and Role
Invoice Approver
Invoice Processor
Date
Count of Location by Role, Transaction Type and Location
San Diego, USA
San Francisco, USA
Seattle, USA
Transaction Type
Invoice Entry
Re-issuing the invoice
Complete the Custom...
Refund With Standard...
Approve Invoice
Count of Location by Role, Resource and Location
Date
Role
Transaction
Tuesday, June 29, 2021
Wednesday, June 30, 2021
Count of Location by Date, Transaction Type and Location
Transaction Type
Filters
Copilot
Preview
What are some interesting segments?
Interesting segments from this report include:
1. Role-based analysis: There are two main roles involved - Invoice Processor and Invoice Approver, mainly handling transactions related to 'Invoice Entry' and 'Re-issuing the invoice' 1.
2. Location-based analysis: Transactions are concentrated in three key locations - Seattle, San Francisco, and San Diego. With Seattle showing the highest transaction count compared to San Francisco and San Diego 2.
3. Resource-based analysis: The employees handling these transactions such as Riley, Aiden and Adrian, who seem to be key performers in their respective locations 3.
4. Transaction type analysis: Certain types of transactions such as 'Invoice Entry' and 'Re-issuing the invoice' show higher frequencies, indicating these might be routine transactions or areas of high demand 1.
Describe the summary you want or ask a question
Content created by AI may not be accurate or appropriate, so review it carefully. Read terms
87%

Industry Analytics

What are my peers and competitors doing?

- **Identify Market Gaps**: By comparing your company's performance against industry benchmarks, you can identify gaps in your product offerings, geographic coverage, or customer segments that could be targeted for growth.
- **Optimize Resource Allocation**: With timely insight of the industry trends, you can better allocate resources, such as marketing efforts or R&D investments, to areas with the highest potential for improvement and revenue growth.
- **Enhance Decision-Making**: Use data-driven insights to make more informed decisions about product development, market expansion, pricing strategies, and other critical business operations, leading to more effective and efficient business strategies.

INVITATION

JOIN US IN BETA-TESTING BILLING REPORT V2.2!

YOUR FEEDBACK IS INVALUABLE TO US!

Q&A

THANK
YOU