

VALIDATING USAGE DATA FOR BILLING ENQUIRIES

Call center agents face challenges navigating multiple portals to validate cases for bill adjustments, particularly in resolving discrepancies related to new product installations.



DETAILED AUTOMATION PROCESS:



PROCESS INITIATION

Agent inputs service ID, triggering the RPA bot for automation

INITIAL VERIFICATION

Bot checks connection type, service status, and installation date in CRM using API data.



DATA GATHERING AND VALIDATION

Accesses CRM to gather service details.
Logs into CBS, checks Call Detail Records (CDRs), verifies billing cycles, installation dates, and service usage.

ELIGIBILITY AND ADJUSTMENT CALCULATION

Assesses eligibility based on service status and usage.
Calculates adjustment days and amounts.
Prepares to adjust entire charged amount for unused or not installed services.



PRORATE BILL CALCULATION

Calculates prorated bills, displays to agent for confirmation.

ADJUSTMENT PROCESSING IN CBS

Checks for existing adjustments.
Navigates to receivable center, selects account numbers, and processes adjustments.



SERVICE REQUEST CREATION IN CRM

Navigates to service request section.
Creates new service request, inputs details, sets status to 'in progress' or 'assigned'.

ELIGIBILITY AND ADJUSTMENT CALCULATION

Displays adjustment summary to agent for confirmation.
Routes cases with errors or specific conditions to appropriate system (e.g., ICMS) for further action.

