Open Innovation Catalysts

AI-powered billing QA and anomaly detection

Mitigate revenue leaks and enhance customer satisfaction with Gen AI-powered predictive intelligence for real-time billing quality analysis.

The solution:

This Catalyst applies genAI and real-time billing to detect anomalies mid-cycle—reducing errors, rework, and revenue leakage before bills reach customers. By shifting quality assurance from reactive to predictive, CSPs gain a smarter, scalable way to protect trust and accelerate billing accuracy at scale.

Addressing the challenge:

The purpose of the Catalyst is to detect and address billing anomalies before bills are processed and sent to customers. This will help reduce post-bill customer inquiries and restore trust in billing accuracy.

This Catalyst proposes a new approach:

Using GenAI and real-time billing (RTB) to predict anomalies before bills reach customers. Instead of waiting till the billing cycle ends to calculate charges and run QA, the platform will perform charge calculations during the billing cycle, after every customer event.

The system will analyze the data constantly, enabling earlier and smarter detection. By applying GenAI models that continuously learn, anomaly detection will improve over time. Billing operations teams will then use AI agents to receive real time insights, recommendations and suggested resolution.

The result:

Fewer billing inaccuracies, improved customer satisfaction, reduced traffic to contact centers, and stronger revenue assurance.

> **The direct benefits include:**
> - Reduces churn by preventing billing surprises.
> - Lowers costs through fewer support calls and manual rework.
> - Protects revenue by catching anomalies early.
> - Boosts customer trust with accurate, proactive billing.
> - Scales efficiently without added operational overhead.
>
> **The wider impacts are:**
> - Sets a new industry standard for AI-powered billing assurance.
> - Accelerates AI adoption in core telecom operations.
> - Empowers teams with real-time insights and smarter tools.
> - Strengthens digital trust across customer relationships.

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TELUS

Business impact:

Stop billing issues before they reach customers—**act fast, cut churn, protect revenue**, and reduce support calls by **60%**

Champions:

A1 Telekom Austria Group

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Participants:

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