

# ANTHROPIC

## Claude Billing Agent: Agent that collaborates with A/R teams to expedite cash collection

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Claude Billing Agent is an ambient agent that monitors open invoices with active dunning processes. The agent's primary objectives are to automate routine customer inquiry handling and accelerate payment collection for outstanding invoices before they reach the point of allowance for write-off. The agent addresses common, time-consuming tasks in the cash collection workflow that typically begin when a dunning notice is emailed to customers. Upon receiving customer responses, the agent can automatically handle standard requests such as:

- Correcting invoice billing addresses
- Processing due date extension requests
- Applying tax exemptions when valid certificates are provided

Before executing any material actions, Claude Billing Agent collaborates with finance teams by presenting its proposed actions, reasoning, and decision logic to A/R teams for approvals. This includes context-aware considerations such as whether an invoice falls within open versus closed accounting periods. Upon receiving approval, the agent executes the necessary ERP updates and re-issues dunning notices with corrected information.

