

# Beneficiary Voice Q2 - 2023



# Phone Calls Channel

Total Calls



80,498 Calls



75,840 Calls



68,902 Calls

Total calls in Q2

225,240 Calls

# Digital Communication Channel

Total Interactions



71,426 interactions



32,370 interactions



35,409 interactions

Total Interactions in Q2

139,205 interactions

# Digital Communication Channel

Emails



April

**18,459** Emails



May

**16,655** Emails



June

**12,059** Emails

Total Emails in Q2

**47,173** Emails

## Key Resolved Complaints & Suggestions



01

Many complaints were received regarding **verification method in accessing the application through biometric** features "face image" only. After analyzing customer complaints, fingerprints were added as an alternative method for verification.

02

Many customer suggestions were received requesting adding an option **to change the type of ritual** after getting the **Udhiya** performed via **Ehsan platform**. This option was added.

03

Many customer suggestions were received requesting **to add donation opportunities during the Hajj season on** **Ehsan platform**. This option was added.





**SDAIA**

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