

Beneficiary Voice ”

Q4 - 2022

Phone Calls Channel

Total Calls

 December

Calls **41,198**

 November

Calls **48,448**

 October

Calls **56,864**

Total Calls in Q4

Calls **146,510**

Digital Communication Channel

Total interactions



32,385 interactions



30,858 interactions



29,678 interactions

Total Interactions in Q4

interactions **92,921**

Digital Communication Channel

Emails



December

Emails **5,225**



November

Emails **3,813**



October

Emails **5,281**

Total Emails in Q4

Emails **14,319**

The most common complaints and suggestions that have been resolved



Many customers **suggested creating an application for Ehasn.** Therefore, a special application was created.

04

Many complaints were received regarding accessing **Ehkaam platform, which was through Nafath application only.** After analyzing customers' complaints, an option to log in with the username and password was added.

01

Many customer suggestions were received about adding **an option to update the mobile number through Nafath application, and this option was added.**

05

Many complaints were received regarding the method of logging in to Tawakkalna Services. After analyzing customer complaints, the option to log in through **Nafath** application was added.

02

Many customers **suggested adding certain donation cases, such as caring for mosques and sponsoring orphans, and they were added to the platform.**

06

Many complaints were received regarding **updating campaign amounts on Ehsan** platform, and the problem was addressed by **modifying** the procedures for updating campaign amounts.

03



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