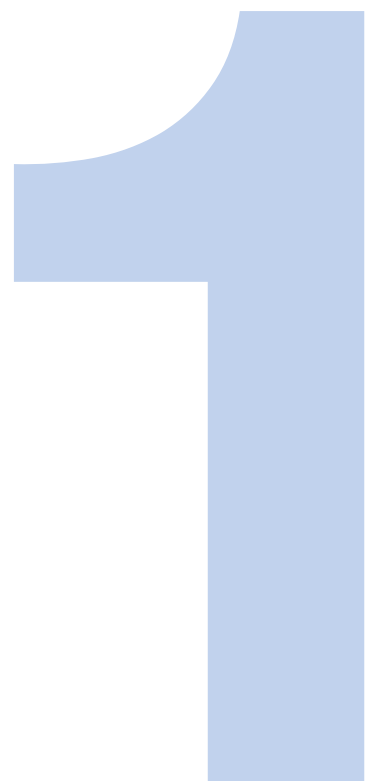


Beneficiary's Voice Report

Q4 - 2024



Phone Communication Channel



Phone Communication Channel

Incoming Calls by Month

Total	December	November	October
251,700	67,137	82,457	102,106

2



Digital Communication Channel



Digital Communication Channel

Interactions by Month

Total	December	November	October
38,707	11,439	13,344	13,924

3



Email Channel



Email Channel

Inbox by Month

Total	December	November	October
25,827	7,053	8,295	10,479

4



Key Complaints & Suggestions



Key Resolved Complaints & Suggestions

- **National Single Sign-On (Nafath):**

- 1- Enabling users to search the list of service providers and sort by sector type.
- 2- Enhancing the platform interfaces.

- **Tawakkalna Platform:**

- 1- Enabling users to update their phone numbers automatically.

- **Ehsan Platform:**

- 1- Adding a search feature that covers the entire platform.
- 2- Adding an Awqaf field to recurring donations.