

# Beneficiary Voice ”

## Q1 - 2023

# Phone Calls Channel

Total Calls

March

Calls **45,807**

February

Calls **31,159**

January

Calls **34,325**

Total Calls in Q1

Calls **111,291**

# Digital Communication Channel

Total interactions



**37,364** interactions



**23,571** interactions



**55,736** interactions

Total Interactions in Q1

**116,671** interactions

# Digital Communication Channel

Emails



March

Emails **5,816**



February

Emails **4,863**



January

Emails **4,944**

Total Emails in Q1

Emails **15,623**

# 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



**SDAIA**

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