

Beneficiary Voice ”

Q3 - 2022

Phone Calls Channel

Total Calls

September

Calls **50,042**

August

Calls **22,897**

July

Calls **22,676**

Total Calls in Q3

Calls **95,615**

Digital Communication Channel

Total interactions



36,941 interactions



19,990 interactions



39,417 interactions

Total Interactions in Q3

interactions **96,348**

Digital Communication Channel

Emails



September

Emails **6,224**



August

Emails **3,039**



July

Emails **2,745**

Total Emails in Q3

Emails **12,008**

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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