



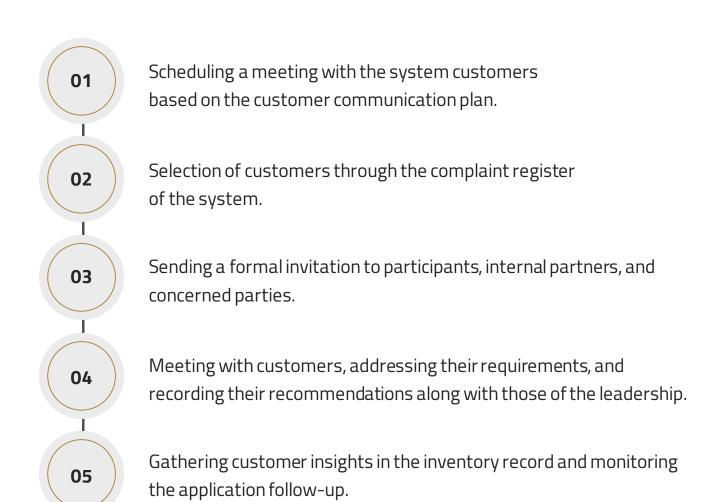
Council of Customers for Customer Relationship Management System

(System Customers)

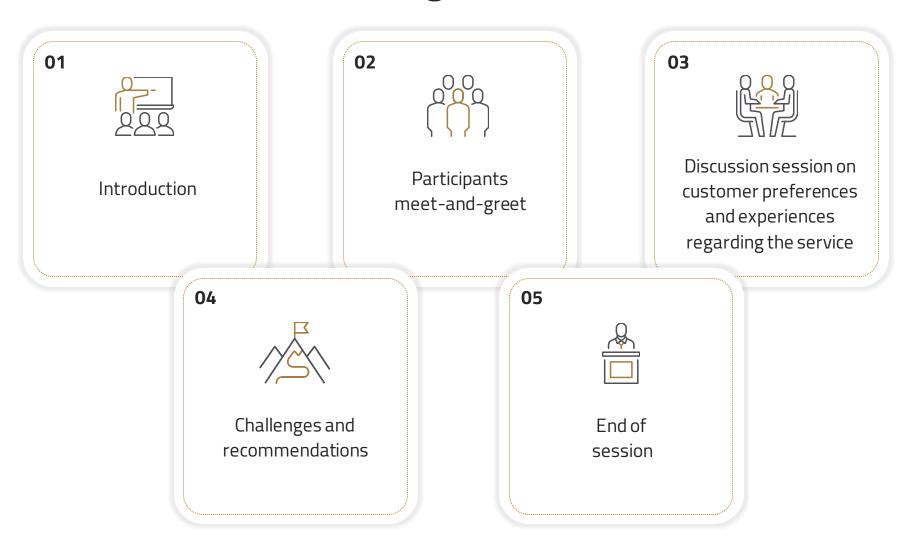
On 22-06-2023

Title: Council of Customers for Customer Relationship Management System Date: 03-05-2023 Start **Service Customer Category:** Individuals / Businesses **Service:** Customer Relationship Management System





Agenda





Opinions, Recommendations and Suggestions

Connect departments electronically to facilitate user experience and link the organization to licensing.

Provide alerts on all channels for customers.

Integrate the queue system with the Customer Relation Management System.

Explain all requirements in customer service cards including commercial invoices.

Connect and integrate MOHAP and Customs Authority to eliminate challenges in completing transactions.

Suggestion for a digital center that will facilitate communication between customers and service center employees.

Glimpses from the Customer Council



