



## **Customer council for Riayati platform**

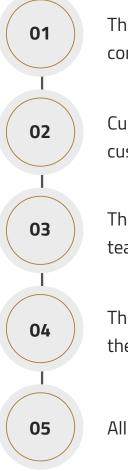
Businesses

28-09-2023

User Experience - Customer Happiness Department

Introduction	Title: Customer council for Riayati platform
	Date: 28-09-2023
	Customer Category: Businesses
	Topic: Complaints on Riayati platform





The session was planned based on the customers' communication plan.

Customers were selected from a database of the customers on the Riayati platform.

The invitations were sent to the external participants and internal teams.

The session was held to capture the customer's voice and gather their pain points and challenges.

All customers' insights were recorded in the customer's voice log.

## Agenda





## Opinions, Recommendations and Suggestions

The registration system does not accept registering the details of the patients on the Riayati post office (the system is not synced with insurance companies)

**Provider portal:** View of the system for the doctor (the details of the eligibility check are not showing in the doctor's view) + Takes time.

Member IDs do not get verified in RPO (Riayati post office)

Increase the capacity of uploading health care pricelist into the RPO from 3000 to 15000.

## **Glimpses from the Customer Council**



