



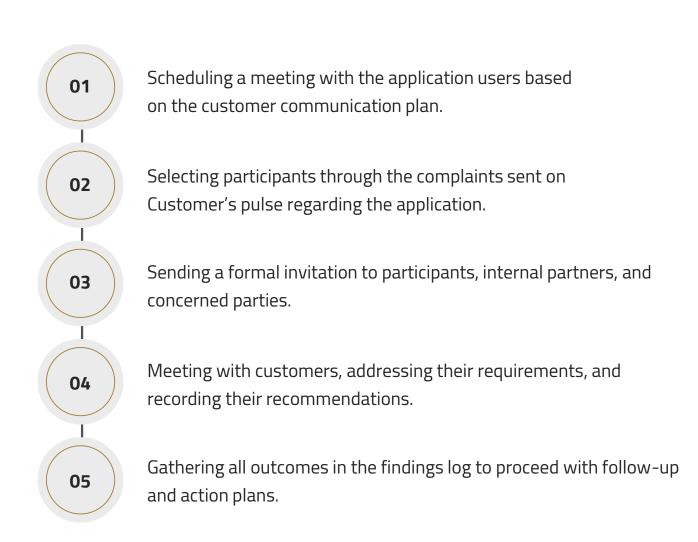
Customer council for MOHAP smart application

Users of the application and website 30-08-2023

Title: Customer council for MOHAP smart application **Date:** 30-08-2023 **Brief Customer Category:** Individuals and Businesses **Topic:** Enhancement on MOHAP smart application



Steps and Procedures



Agenda

02 01 03 Discussion session on Participants Introduction customer preferences meet-and-greet and experiences regarding the topic 04 05 Challenges and End of recommendations session



Opinions, Recommendations and Suggestions

Summarize the information on the service cards with what is important and needs to be known. Identify what documents are required, as some users were unfamiliar with some documents.

Issues with searching for services and navigating the application for some users as they faced difficulties reaching some services.

Simplifying the interface design and information for the users.

Some users noted that some steps seemed unnecessary while applying for services, such as "attestation for medical leaves," which shortening these steps could enhance the customer's journey.

Glimpses from the Customer Council





