

## The “Authority” receives 22,000 requests in 6 months

According to Meitha Kolthoum, Director of Strategy and Future Department at FAHR, the number of support requests received through the “Customer Happiness System” during the first half of 2024 exceeded 6,800 requests. The system’s completed transactions had a 93% customer happiness rate. In addition, more than 15,200 calls were placed to the Unified Call Center during the same period, with a 95% response rate.

Both the “Customer Happiness System”, emanating from the FAHR’s website, and the Unified Call Center (600525524) constitute the first reference for customers and FAHR alike, and have witnessed great interaction over the recent years.

Meitha Kolthoum pointed out that launching a group of transformational projects by FAHR, such as (development of the new interface for the “Bayanati” system; improvement of the user experience; and development of FAHR’s services system, enhanced with generative artificial intelligence), contributed to providing proactive services and automated and real-time responses to customers’ inquiries and requests, without the need to refer to the FAHR’s support service staff. This led to a decrease in the number of received transactions during the first half of the current year, compared to the same period of the last year.

She stated that most of the calls received through the Unified Call Center focused on the Federal Government’s Human Resources Information Management System “Bayanati”, at percent of 40%, then the human resources law in the federal government and its executive regulation, and “Jahiz” platform for the future of government talents.

She stated that the rate of compliance with solving the requests received through the “Customer Happiness System” reached to 99.8% and that most requests provided through the System focused on the issues of (requesting legal consultations and requesting support in using electronic human resources systems under the umbrella of “Bayanati”).

### **Interactive Platform and E-Services**

The “Customer Happiness System” serves as an integrated electronic gateway through which FAHR provides the necessary support to its customers regarding the operation and maintenance of all electronic human resources systems under the umbrella of the Federal Government’s Human Resources Information Management System “Bayanati”. It also provides many interactive services, especially those provided by the smart application “FAHR”, including inquiries about federal government human resources policies and legislation, requests for training on human resources legislation and systems, the service for reviewing and approving organizational structures in federal entities, benchmarking and job description reviews services, government skills bank services, and services related to disseminating knowledge about human resources in the federal government.

It also reflects FAHR’s keenness to provide the best services to its customers, investing in the best modern and innovative means, aiming to make it easier for them, save time and effort, and hence raise their levels of satisfaction and happiness with its services and the methods of providing them.

### **Login with digital ID**

Last March, FAHR announced approval of digital ID “UAE Pass” as an exclusive means to login “Customer Happiness System” with the aim of facilitation for the federal government employees and customers. It also circulated a detailed guide of the steps of login the System by using the digital ID.

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