



# User Manual Customer Happiness System



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# User Manual Customer Happiness System

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# **1- Executive Summary**

This document will be used as a user's guide for Customer Happiness System, also commonly known as a user manual. It contains training of functionality of FAHR Portal and is intended to give assistance to people using FAHR Portal.

### Module Features as per the user:

- 1- For "Bayanati" User:
- Login
- Homepage
- Browse Services
- Request a Service
- Search Cases and Follow up
- View Case History

### 2- For Non "Bayanati" User:

- Registration
- Login
- Homepage
- Browse Services
- Request a Service
- Search Cases and Follow up
- View Case History

- Favourite Services
- Mark as Favourite Service
- Guiding Videos
- User Manual

• Favourite Services

• Guiding Videos

• Give Feedback

• User Manual

• Logout

• Mark as Favourite Service

- Give Feedback
- Logout

- 2 "Bayanati" Users:
- 2.1 Login Using "Bayanati" Credentials
  - 1. UTR:https://www.gov.ae
  - 2. Sign in using UAEPASS

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### 2.2 Homepage

A menu will be displayed on left. Open cases, closed cases and pending feedback will be displayed to user for quick options.

Note: Service visibility is subjected to user accessibilities.



# 2.3 Browse Service

### Click on Services.



### 2.4 Request a Service:

### 1. Select a Service.







3. Please upload needed documents. You can upload maximum 7 document with each document is maximum 7MB in size and click Submit button.

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4. "Customer Pulse" Survey will be displayed on screen to request your feedback about the use of the system.



### 5. Select Area of improvement and click "Next" button.







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6. Enter your suggestion and feedback, click "Submit" to proceed.



7. "Thank you" note will appear on screen as final step.



8. A "Request number" will appear on screen to track your request.



# 2.5 Search Cases and Follow up.

### 1. Enter Case or Request number in the search bar.



### 2. Results will be displayed on screen.





3. Add comments to follow up on your case.



# 2. Results will be displayed on screen.



3. Click on "All" dropdown button to filter cases for Open, Resolved and Pending statuses.

# 2.6 View Case History

1. Click on History









# 2.7 Favourite Services

Click on "Favourite Services" to see all your favourite services.

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# 2.8 Mark as Favourite Service

### Click on star icon on any service to mark it as your favourite service.







# 2.9 Guiding Videos

1. Click on "Guiding Videos"



2. Click on the video you want to watch.



## 2.10 User Manual

1. Clink on Customer Happiness System User Manual.







# 2.11 Give Feedback

1. Click "Give us Your Feedback" and add you comments.



2. Fill the form and click "Submit".

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# 2.12 Logout

Click on the Profile icon, a drop-down menu will appear. Click the "Logout" button.







# 3 - Non "Bayanati" Users:

- 3.1 Register New User
  - 1. URL: https://www.fahr.gov.ae/CRM/
  - Sign in with UAEPASS. 2.
  - 3. The employee should enter Emirates ID, email or phone and then click "Login".

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Customer Happiness System	Emirates ID, email, or phone eg. 97150000000
Sign in with UAE PASS	Login Don't have an account? Create new UAE PASS account

4. The employee will be redirected to the following page, and will also receive a push notification on the mobile phone. Employee should confirm the login by select the shown number.

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5. If you have an account in the system and have not previously option "yes".



6. Please enter your Username.



7. System will be sending an OTP to your email address, please enter the OTP.



modified. Please click «Login».



# modified the Emirates ID number in the system, please choose the

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## 3.2 Login

- 1. URL: https://www.fahr.gov.ae/CRM
- 2. Sign in using UAEPASS



## 3.3 Homepage

A menu will be displayed on left. Open cases, Closed cases and pending feedback will be displayed to user for quick options.

**Note:** Service visibility is subjected to user accessibilities.







### **3.4 Browse Service**

### Click on Services.



## 3.5 Request a Service:

### 1. Select Service



### 2. Fill in mandatory fields.



click Submit button.





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4. "Customer Pulse" Survey will be displayed on screen to request your feedback about the use of the system.



5. Select Area of improvement and click "Next" button.



proceed.



7. "Thank you" note will appear as final step.





### 6. Enter your suggestion and feedback, then click "Submit" to

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8. A "Request number" will appear on screen to track your request.



### 2. Results will be displayed on screen.



# 3.6 Search Cases and Follow up

1. Enter Case or Request number in search bar.



### 3. Add comments to follow up on your case.





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## 3.7 View Case History

1. Click on History.



2. Results will be displayed on screen.

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### 3. Click on "All" dropdown button to filter cases for Open, Resolved and Pending statuses.



# 3.8 Favourite Services

Click on Favourite Services to see all your favourite services.





# 3.9 Mark as Favourite Service

Click on star icon on any service to mark it as your favourite service.



# 3.10 Guiding Videos

1. Click on Guiding Videos.

### 2. Click on video you want to watch.









# 3.12 Give Feedback

1. Click "Give us you Feedback" and add your comments.



2. Fill the form and click "Submit"





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