

OKRs

O1 El Manara Group will be in the top five in the marketplace inside Egypt.

- KR1 Cisco Unified Communications Manager (CUCM) Project implementation in the next 7 months.
- KR2 Raise the customer retention rate by 40%, decrease the number of delayed visits from 30% to 10% after 2 months of launch.
- KR3 Attract new customers by 5% every quarter and 20% by the end of the year.

O2 Improve internal communication and collaboration to streamline project workflows.

- KR1 Develop and distribute a clear communication plan to all team members within 15 days.
- KR2 Achieve a 90% satisfaction rate with team communication and collaboration, as measured by a survey conducted after 45 days.
- KR3 hold weekly progress review meetings with 100% team attendance for the next 7 months.

O3 Track The Performance of everything related to customer calls.

- KR1 Track and report weekly call volume trends, identifying peak times and issues and extract 99% accurate customer reports in the next 7 months.
- KR2 Ensure 90% of calls are answered within 30 seconds and Maintain an average call handling time of under 4 minutes.
- KR3 Achieve a customer satisfaction score of 90% or higher based on post-call surveys.

O4 Enhance technical support, agents, IT team Skills and capabilities to support effective project execution and delivery.

- KR1 Provide training sessions on the new system to 100% of the team within 30 days.
- KR2 Achieve a 99% awareness of the system to handle any future issue within 45 days.
- KR3 Develop and implement a knowledge-sharing platform for the team, with 80% of team members actively contributing within 30 days.