

INFORMATION REQUEST



شركة أبوظبي لخدمات الصرف الصحي
Abu Dhabi Sewerage Services Company

Through this service, Customers Information Request is received through CRM application owned by AD Contact Center and respond to it form the first call by the call center repetitive

MAIN SERVICE

Caring for Customers

SERVICES CHANNELS

Customer Relationships Management

PROCEDURES TO OBTAIN SERVICE

1



Submit application through available channels

2



Analyzing the case

3



Create a request through CRM System

4



Transfer the case to concerned department

5



Application processing

6



Receive the application feedback and notify customer

CUSTOMER TYPE

BUSINESS

INDIVIDUAL

GOVERNMENT

FEES

NOT REQUIRED

NUMBER OF VISITS

0

COMMUNICATION POINTS

2

LINKED SERVICE

GOVERNMENTAL ENTITY

THIRD PARTY

N/A

N/A



No documents Required