



JOR Customer Service



Contact
Center



Customer
Care

Title: JOR Customer Service
Author: Nouf Al Rammah
Date: 9/11/2020
Volume: 0.00 Per Second

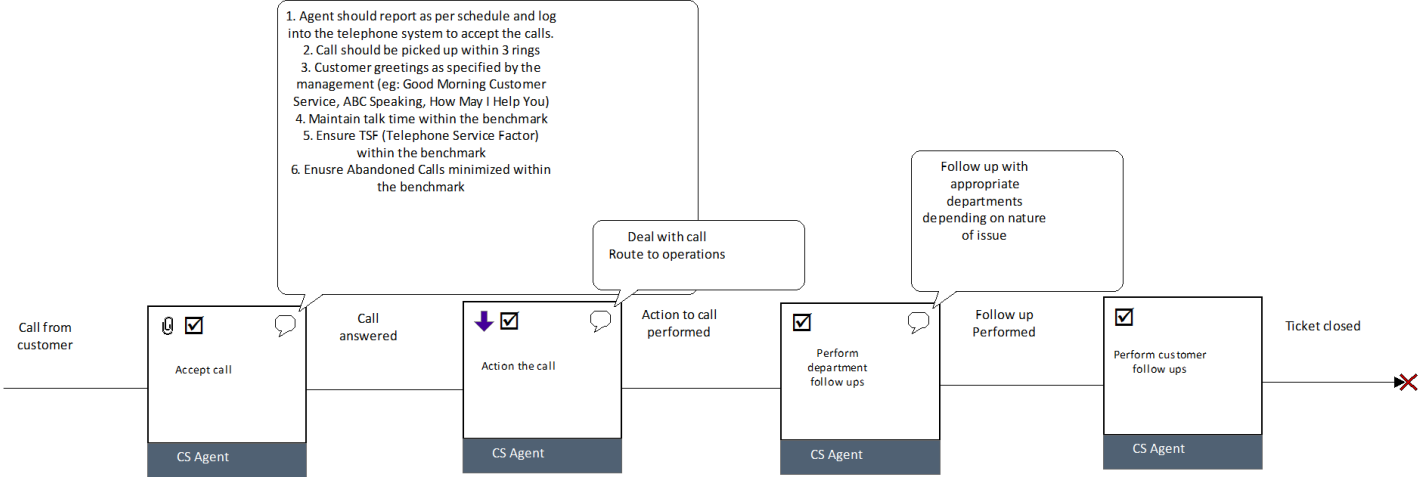
Authorization: Authorized
Date: 5/29/2024
Cost Per Second: \$,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only



CSD - Contact Center



Title: CSD - Contact Center
Author: Nouf Al Rammah
Date: 9/11/2020
Volume: 0.00 Per Second

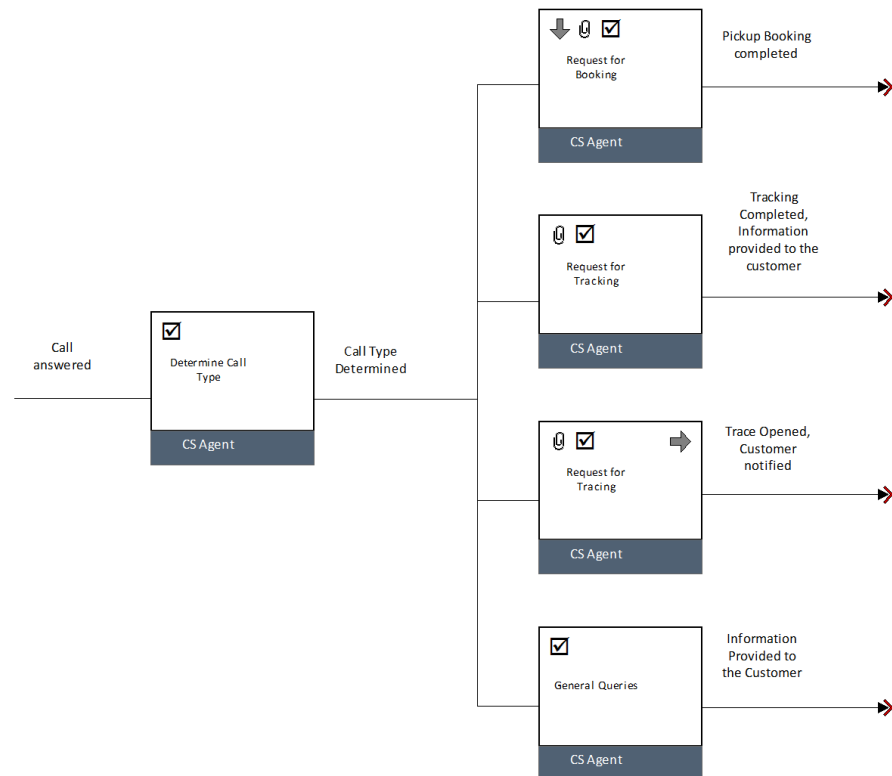
Authorization: Authorized
Date: 5/29/2024
Cost Per Second: \$,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ○ Keywords
○ Change Requests ● Read Only



Action the Call



Title: Action the Call
 Author: Nouf Al Rammah
 Date: 9/11/2020
 Volume: 0.00 Per Second

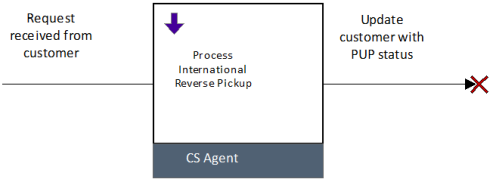
Authorization: Authorized
 Date: 5/29/2024
 Cost Per Second: \$,3.5,E-0317

Owner: Assem Salim Jarbou
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

○ Actions ○ Feedback
 ● Change Log ● Keywords
 ○ Change Requests ● Read Only

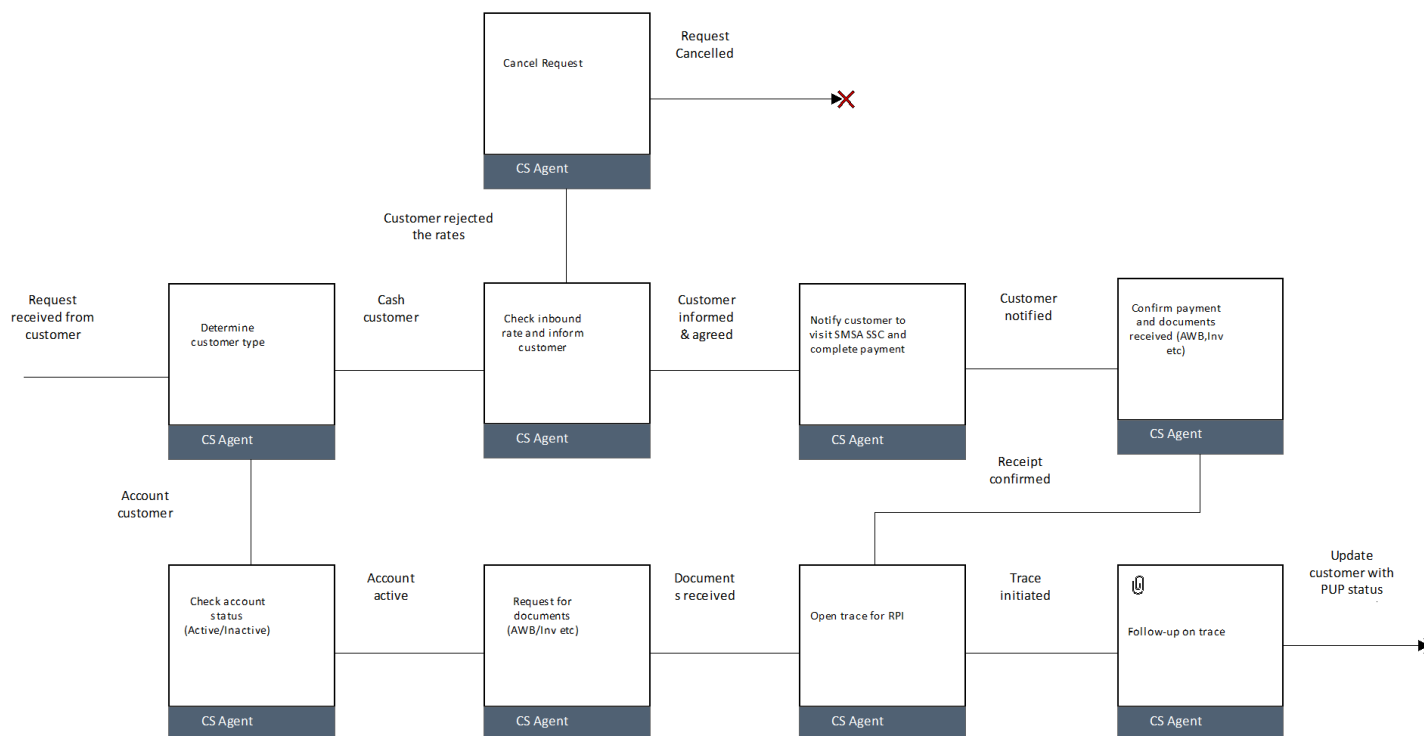


Request for Booking





Process International Reverse Pickup



Title: Process International Reverse Pickup
 Author: Nouf Al Rammah
 Date: 9/11/2020
 Volume: 0.00 Per Second
 Authorization: Authorized
 Date: 5/29/2024
 Cost Per Second: \$,3.5,E-0317

Owner: Assem Salim Jarbou
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests
 ○ Feedback
 ● Keywords
 ● Read Only

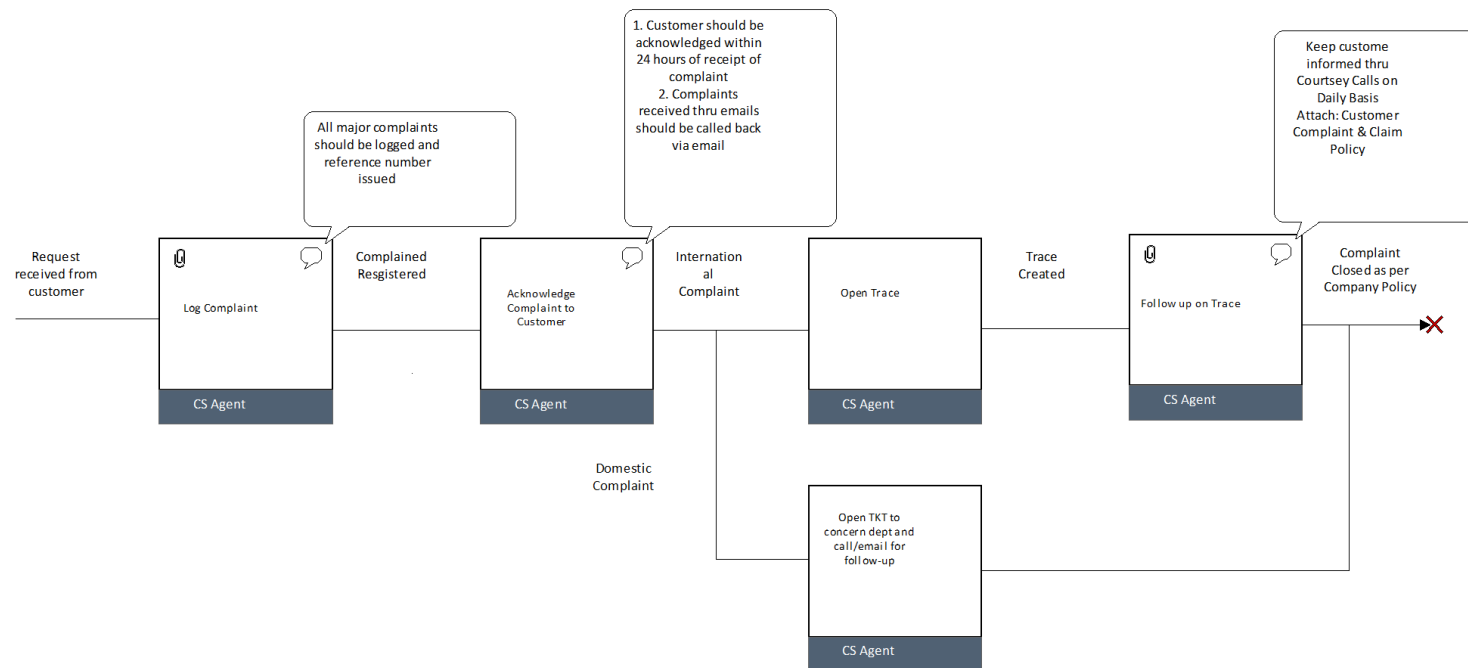


CSD - Customer Care





Process Customer Complaint & Claims



Title: Process Customer Complaint & Claims
 Author: Nouf Al Rammah
 Date: 9/11/2020
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 5/29/2024
 Cost Per Second: \$,3.5,E-0317

Owner: Assem Salim Jarbou
 Diagram Version: 4
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only