

Client Procedure for Customer Inquiry Management System.

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1. Purpose and Objectives

This procedure aims to outline the best practices for sending customer inquiries received by email or registered through CRM system of PCFC contact centre and related to services provided by PCFC Business Units and to maximize the benefit to customers, respond to queries promptly where possible, or arrange to obtain the technical assistance from Business Units Focal Points for more complex queries.

2. Scope

This document covers all customers inquiries or Technical Errors received by email or phone and only related to services provided by PCFC Business Units.

3. Definitions and Abbreviations

- 3.1. Individual or group concerned with or affected by the PCFC services/
Customer : performance as well as those who acquired services from all areas of PCFC jurisdiction.
- 3.2. Seeking or request for information related to PCFC Business Units
Inquiry : services. This would include inquiries for general and technical information or services technical errors, wherein:
- 3.3. Inquiries asked for common and published information related to PCFC
General Inquiry : Business Units services and Customer Happiness Executive can reply directly to the customer.

- 3.4. Inquiries asked for technical information related to PCFC Business Units
Technical Inquiry : services and Customer Happiness Executive has to get the reply from the concerned Focal Points of PCFC Business Units
- 3.5. Emails asked for assistance related to errors in PCFC Business Units online
Technical Error : systems and Customer Happiness Executive has to coordinate with PCFC IT Service Desk or PCFC Finance Department to solve the same.
- 3.6. CHM : Customer Happiness Manager
- 3.7. CHE : Customer Happiness Executive
- 3.8. Assigned staff from each PCFC Business Units to coordinate with
Focal Points : Customer Happiness Executives.

4. Procedure

5.1. Inquires Receiving and Answering

5.1.1 Customer inquiries can be received through various channels as below;

- Phone call – By dialing Telephone 800990 where the CHE will receive the customer inquiry and answer the same directly on the phone or register a ticket on CRM system in case of technical inquiries.
- Email – The exclusive Email ID dedicated to PCFC Contact Center is info@pcfc.ae where customer/client can directly send their inquiries and an auto generated standard notification email (automated reply) is sent to the customer/client for confirmation of receipt.
- Website and Mobile Services - Inquires can also be posted via PCFC website or Mobile Services in the 'Contact Us' page under Inquiry category which is auto directed to PCFC Contact Center Email

ID info@pcfc.ae, handled by CHE. Simultaneously, an auto generated standard notification email (automated reply) is sent to the customer/client for confirmation of receipt.

- Online Chat - Where the CHE will answer the customer inquiry directly or register a ticket on CRM system in case of technical inquiries.
- Offline Chat messages – will be received as an Email to PCFC Contact Center Email ID info@pcfc.ae for applicable Chat systems handled by CHE.
- Social Networks – Any inquiry on any social network channels.

5.1.2 When an inquiry is received, CHE should evaluate if the inquiry is related to PCFC Business Units services and accordingly:

- Inquiry is clear and related to PCFC Business Units: CHE proceeds with following steps.
- If the inquiry is found to be not related to PCFC Business Units: CHE should reply to the customer and may guide him/her to contact the relevant authorities (where possible).
- In case of missing information or clarification required, CHE can contact the customer to understand the inquiry clearly and capture any missing details to provide the required information.

5.1.3 CHE should segregate the received emails same as below:

5.1.3.1 General Inquiry – Wherein the customer is asking for information that CHE knows and can reply to the customer directly for the same.

5.1.3.2 Technical Inquiry – Segregate the inquiry to the concerned department and updating the customer with the same.

5.1.3.3 Technical Error – Wherein the customer is facing an error while obtaining PCFC Business Units online services and CHE will require the assistance from PCFC IT Service Desk or PCFC Finance Department then update the customer with the resolution.

5. Service Completion Time

	Service	Completion Time
5.1	Reply to the customer on General inquiries.	1 WD
5.2	Reply to customer on Technical Inquiries	4 WD
	Reply to customer on Technical errors	5 WD

6. Service Fees

N/A

7. Related Documents/ Forms

N/A

8. Applicable References and Regulations

N/A

9. Process Workflow

