



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for
General Inquiries Service

Beneficiary's
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Inquiry Service Screens – Call Center

User access screen

1) The user can access the platform and utilize the available services through the login screen:

- Enter the National ID number.
- Input the displayed verification code.
- Click (**Login**) to verify the user through integration with the (**Absher**) service.



Creating a New Inquiry

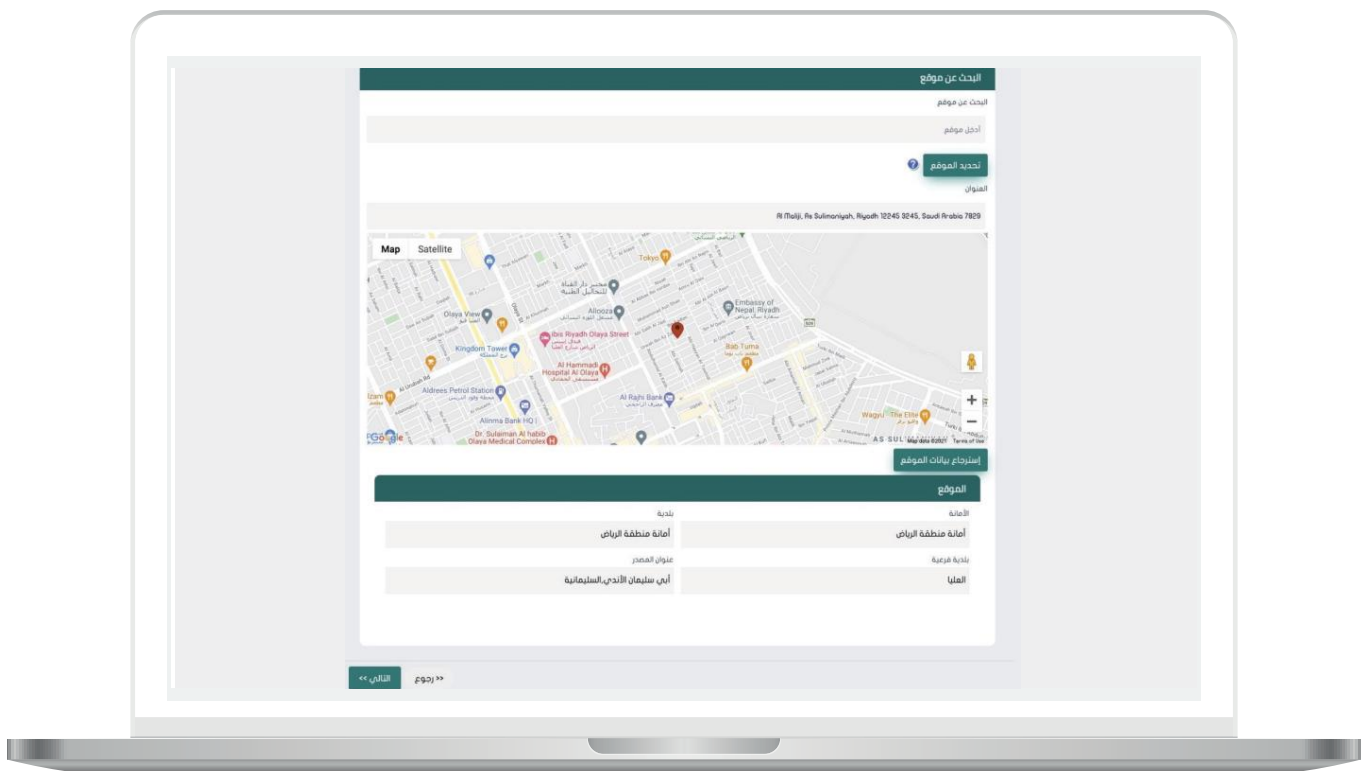
Through this step, the user can submit a new inquiry in the system.

- The user begins by entering client and inquiry details by selecting the main category, subcategory, and specialized classification.
- Enter the inquiry details in the description field.
- The system displays the user's information (**First Name, Middle Name, Last Name, National ID Number, Iqama Number, Mobile Number, Email**).
- Click (**Next**) to proceed with submitting the inquiry, as shown in the following screen.

The screenshot shows a web application interface for submitting a municipal service request. The interface is in Arabic and is displayed on a laptop screen. The form is divided into two main sections: 'تفاصيل العميل' (Client Details) and 'تفاصيل الاستفسار' (Inquiry Details). The 'Client Details' section includes fields for 'رقم الهوية' (National ID Number), 'رقم الإقامة' (Iqama Number), 'البريد الإلكتروني' (Email), 'الاسم الأول' (First Name), 'الاسم الأوسط' (Middle Name), and 'الاسم الأخير' (Last Name). The 'Inquiry Details' section includes a large text area for 'الوصف' (Description), a dropdown for 'التصنيف الرئيسي' (Main Category), a dropdown for 'التصنيف الفرعي' (Subcategory), a dropdown for 'التصنيف التخصصي' (Specialized Classification), and a dropdown for 'الوظيفة' (User Role). A 'التالي' (Next) button is located at the bottom left of the form.

Location Information Page

- 1) The user can search for the location or move the pointer on the interactive map to specify the desired inquiry location.
- 2) The user clicks (**Retrieve Location Data**) to fetch location details based on the selected position on the map.
- 3) The system displays the following location details: (**Municipality, Secretariat, Sub-Secretariat, Source Address**).
- 4) The user clicks (**Next**) to proceed with entering the inquiry details.
- 5) The user clicks (**Back**) to return to the Inquiry Classification Page in case any classification level needs to be changed.



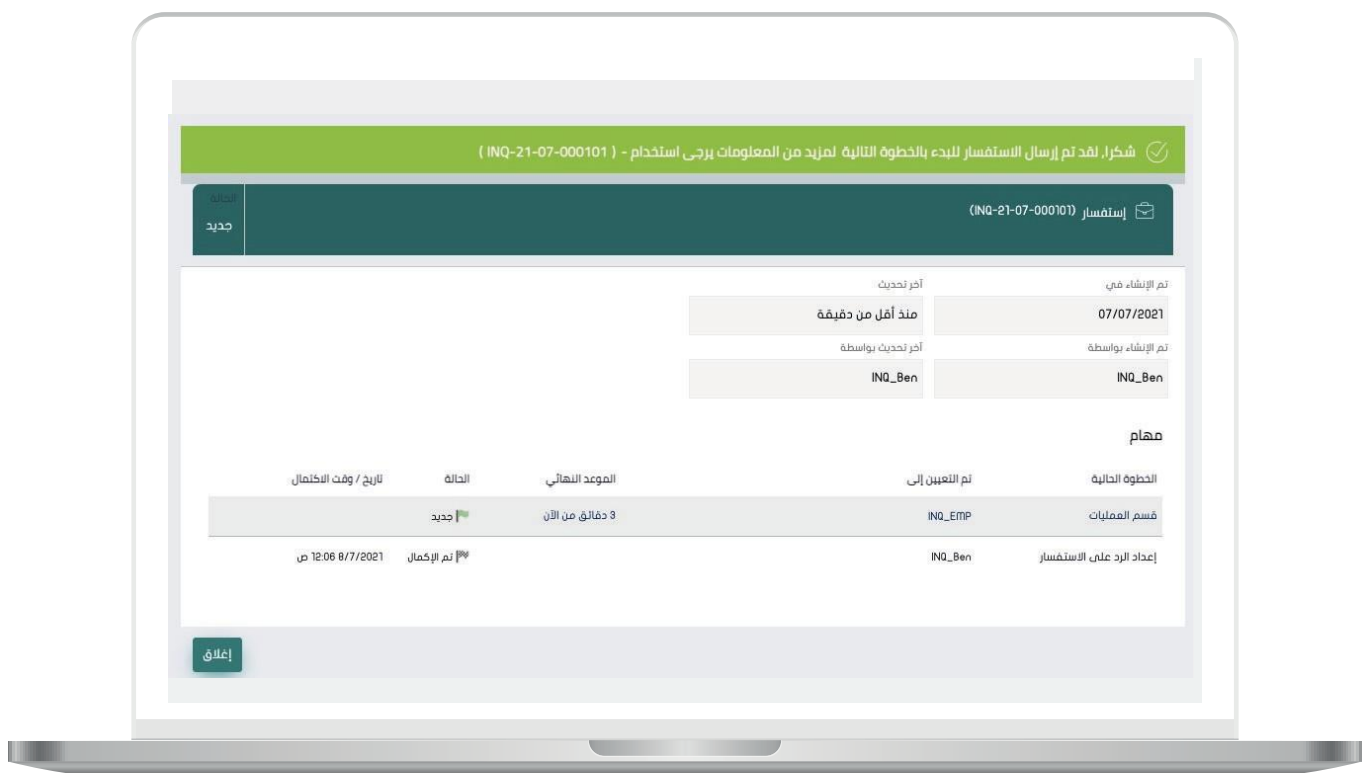
6) After clicking (**Next**), the system displays all previously entered inquiry details for confirmation before submitting the inquiry in the system.

[illegible]

Submitting the Inquiry and Sending It to the Relevant Entity

1) As shown in the following image, the system confirms the creation of the inquiry and sends it to the employee's work queue. A system message appears, indicating that the inquiry has been successfully submitted and forwarded for further processing.

- The system generates a reference number for the inquiry.
- The system displays inquiry creation details, including the date and time of submission and relevant task details.
- The system shows the status of the inquiry, which is marked as **(New)** at this stage.



2) The user clicks (**Close**) to complete the process.

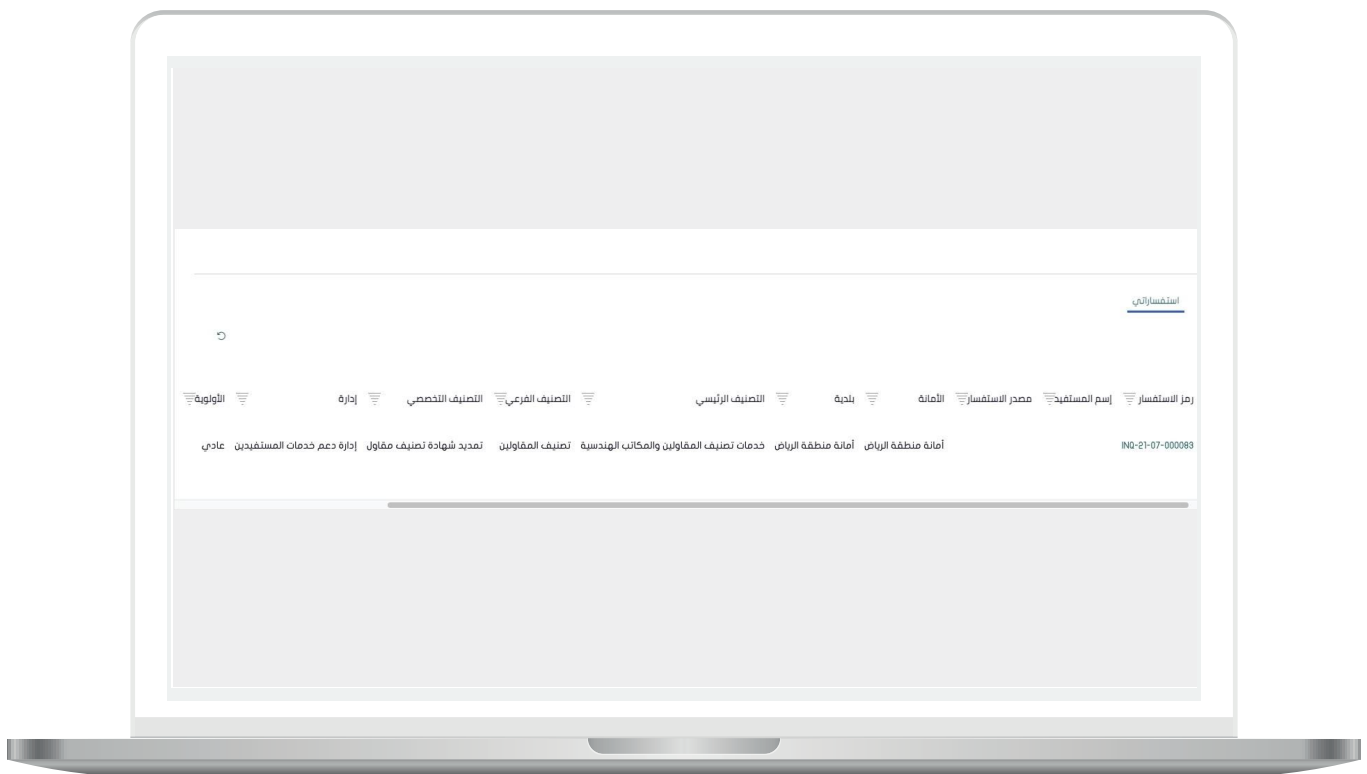
3) After submitting the inquiry, the system sends an SMS notification to the user's registered mobile number, confirming receipt of the inquiry and initiation of processing.

The SMS message reads: (**Dear Beneficiary, thank you for your cooperation. We confirm the receipt of your inquiry No. XXXXX, and you will receive a response at the earliest opportunity**).



Tracking Inquiries

- 1) The user can view submitted inquiries in the system and track their status.
- 2) By clicking on **(My Inquiries)**, the system displays the following inquiry details: **(Inquiry Number, Location Information, Classifications (Primary, Secondary, and Specialized), Administration Name, Priority, Inquiry Status)**.



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