



The Quarterly Report (2nd Quarter)

Amer Center -2023



Calls

| Month | Total Transactions |
|-------|--------------------|
| April | 7,793 |
| May | 11,986 |
| June | 9,917 |
| Total | 29,696 |





Chat

| Month | Total Transactions |
|-------|--------------------|
| April | 4,915 |
| May | 5,934 |
| June | 4,762 |
| Total | 15,611 |





E-mail

| Month | Total Transactions |
|-------|--------------------|
| April | 5,341 |
| May | 6,223 |
| June | 2,465 |
| Total | 14,029 |





Web Call Back

| Month | Total Transactions |
|-------|--------------------|
| April | 2,931 |
| May | 3,652 |
| June | 2,892 |
| Total | 9,475 |





| Month | Total Transactions |
|-------|--------------------|
| April | 4,027 |
| May | 3,449 |
| June | 2,586 |
| Total | 10,062 |





Sign Language

| Month | Total Transactions |
|-------|--------------------|
| April | 1,557 |
| May | 1,663 |
| June | 1,240 |
| Total | 4,460 |



f Facebook

| Month | Total Transactions |
|-------|--------------------|
| April | - |
| May | - |
| June | 9 |
| Total | 9 |





Tickets

| Month | Closed | Under Progress |
|-------|--------|----------------|
| April | 684 | 56 |
| May | 791 | 83 |
| June | 686 | 141 |
| Total | 2,161 | 280 |





هيئة الحكومة الرقمية
Digital Government Authority