الحالات المعتمدة لمجال ذكاء الأعمال والتحليلات

"**Assessment Department Project**": Designed a comprehensive evaluation system analyzing university and training center performance through deep exam data analysis and predictive machine learning models, forecasting trainee and practitioner behaviors effectively.

Priority: High

Objectives (Issues/ problems)

.1Comprehensive Performance Overview: Analyze practitioners' and trainees' exam results to monitor competency.

2.Identifying Weaknesses: Highlight areas for improvement to boost performance.

3.Benchmarking: Compare performance with peers in universities and training centers.

Description (Business Requirements, Analytics type, Technologies)

Deep analysis and ai classification models.

Benefits

1.Achieving a Comprehensive Performance Vision: Provide detailed reports that outline the performance of trainees and practitioners based on exam results.

2.Enhancing Individual Efficiency: Accurately identify strengths and weaknesses, enabling trainees and practitioners to improve their performance.

Users / Stakeholders

Assessment Department.

Complexity

Impact
★★☆

Risks

Give wrong classification due to the lack of data.

Data Sources

Multiple systems (Mumaris Plus, Matching System, Training System, Exam Results, Tawasul).

Use case Owner

Data Solutions Team.

"AI Agent": Developed an advanced AI-powered chatbot leveraging NLP techniques to process complex queries, providing accurate insights into practitioner data and enabling seamless interaction through enhanced query understanding.

Priority: High

Objectives

1. Empowering employees: Providing access to internal information based on the permissions granted to each employee.
2. Supporting practitioners: Allowing inquiries about the regulations and services.
3. Enabling practitioners to follow up on their requests and review their information registered in the systems.
3. Personal assistant: Helping employees in completing their daily work by providing direct support.

Description (Business Requirements, Analytics type, Technologies)

Create a chatbot that extract data from data base.

Data Solutions Team.

Benefits

Reduce the time of having the information

Users / Stakeholders

Top Managements

Complexity

Impact

Risks

Wrong answers

Data Sources

• Multiple systems (Mumaris Plus,, ERP, Matching System, Training System, Tawasul)
•Master Data A master database containing all practitioners' data and information linked to all systems

Use case Owner

Data Solutions Team.

"Practitioner 360": providing a complete, 360-degree view of a practitioner's information to assist Customer Care employees.

Priority: Medema

Objectives (Issues/ problems)
- Enhance customer service by offering a complete view of practitioner data.
- Speed up inquiry handling with quicker and more accurate solutions.
- Integrate data from multiple systems for easy access.
- Provide real-time updates on the status of open support tickets and track progress.

Description (Business Requirements, Analytics type, Technologies)
Business Requirements: Develop a dashboard or page that aggregates all healthcare practitioner data from different systems within the authority (such as the healthcare practitioner system and the current ticketing system).
Analytics Type: Real-time data display, with potential integration of AI-driven insights to predict call priorities and suggest appropriate solutions.
Technologies: Data integration systems, AI for communication pattern analysis, automation tools, and possibly advanced visual interfaces like Tableau.

Benefits
- Streamline the work of customer service agents by providing quick access to comprehensive practitioner information.
- Improve practitioner satisfaction by delivering faster response times.
- Reduce ticket resolution time by offering a clear view of ticket statuses and progress through different departments.
- Enable AI-driven recommendations and instant solutions based on the practitioner's data.

Users / Stakeholders
Customer Care.
Practitioners.

Complexity

Impact

Risks
Challenges related to integrating data from different systems.

Data Sources
Mumaris Plus System.
Ticketing system (Tawasl).
Other relevant databases within the commission related to practitioners.

Use case Owner
Data Solutions Team.
Customer Care Department.

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