

"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.

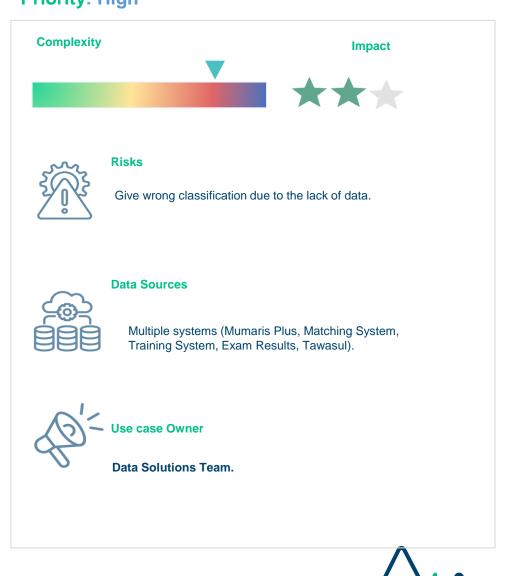


Benefits

- 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.



Assessment Department.



"Al Agent": Developed an advanced Al-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.



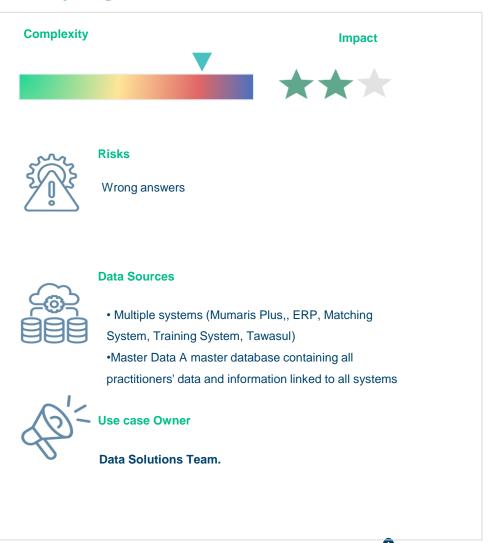
Benefits

Reduce the time of having the information





Top Managements



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



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 Al-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 Al-driven recommendations and instant solutions based on the practitioner's data.

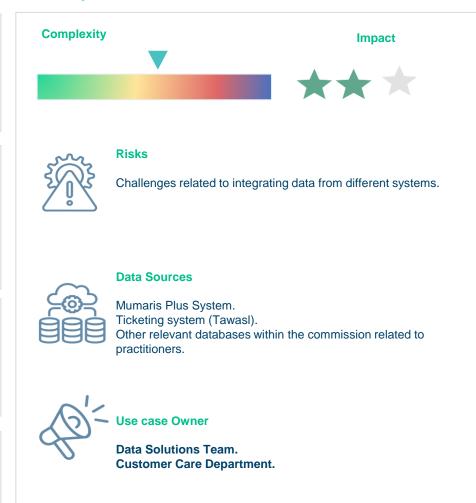


Users / Stakeholders

Customer Care.

Practitioners.

Priority: Medema





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