



# TRAKHEESI

## Customer Journey Map

- Licensing: Issuing, Renewal & Update
- Employees & Brokers management
- Permits
- Dubai Brokers

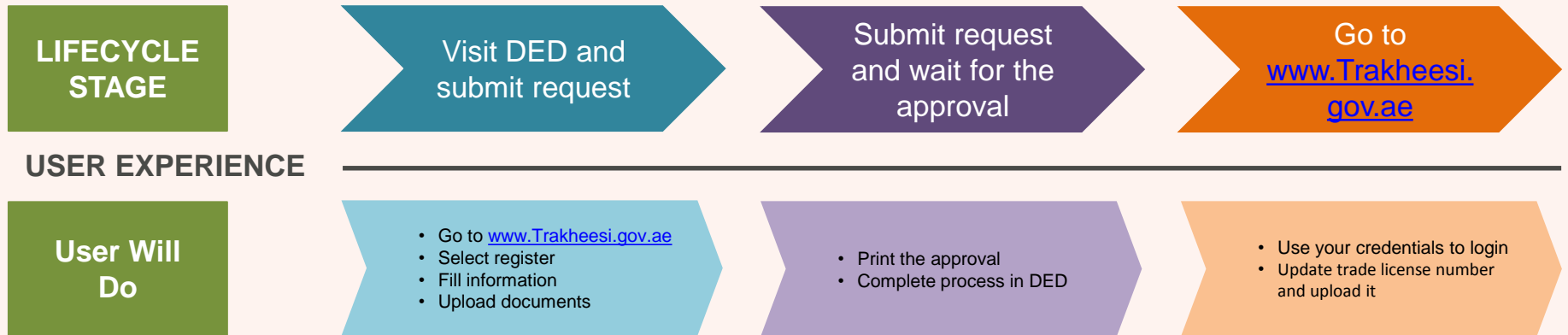
# TRAKHEESI

## Customer Journey Map

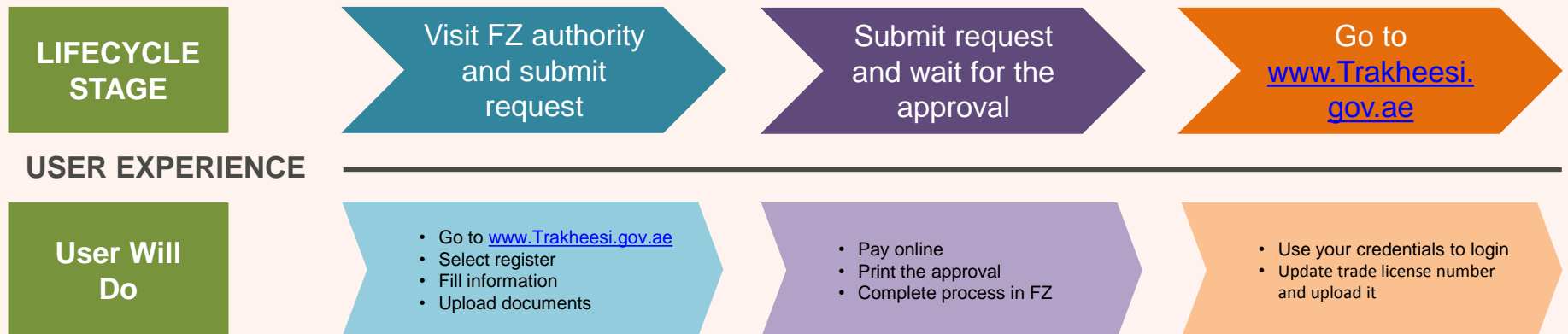
- Licensing: Issuing, Renewal & Update

## Licensing Customer Journey Map – Issuing License

### 1. Licensing → Issuing → New → DED



### 2. Licensing → Issuing → New → Free zone

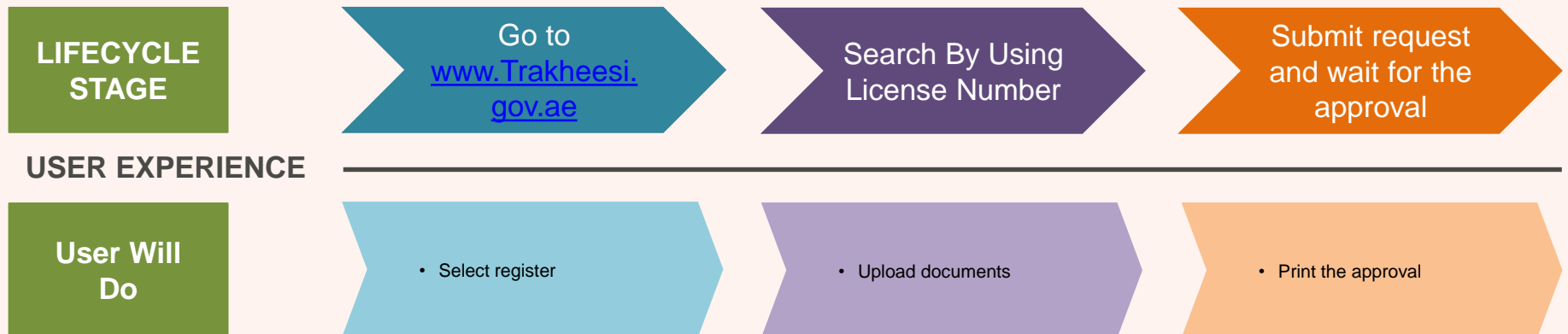


## Licensing Customer Journey Map – Issuing License

### 3. Licensing → Issuing → New → Temporary Developer

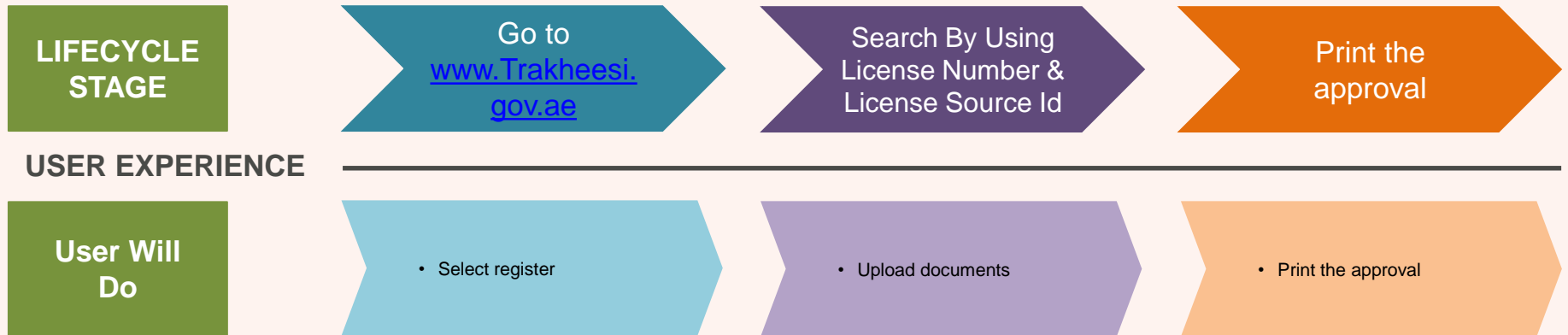


### 4. Licensing → Issuing → Exiting → DED



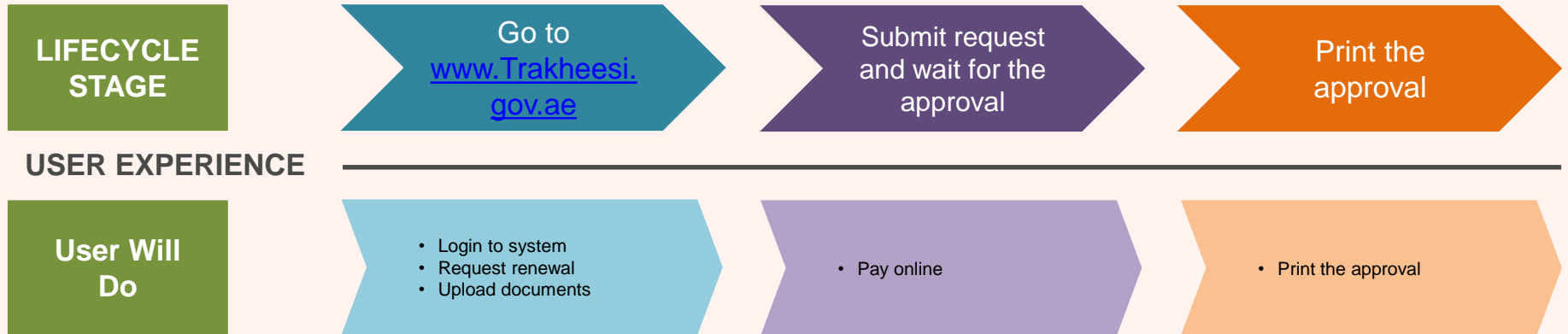
## Licensing Customer Journey Map – Issuing License

### 5. Licensing → Issuing → Exiting → Free zone

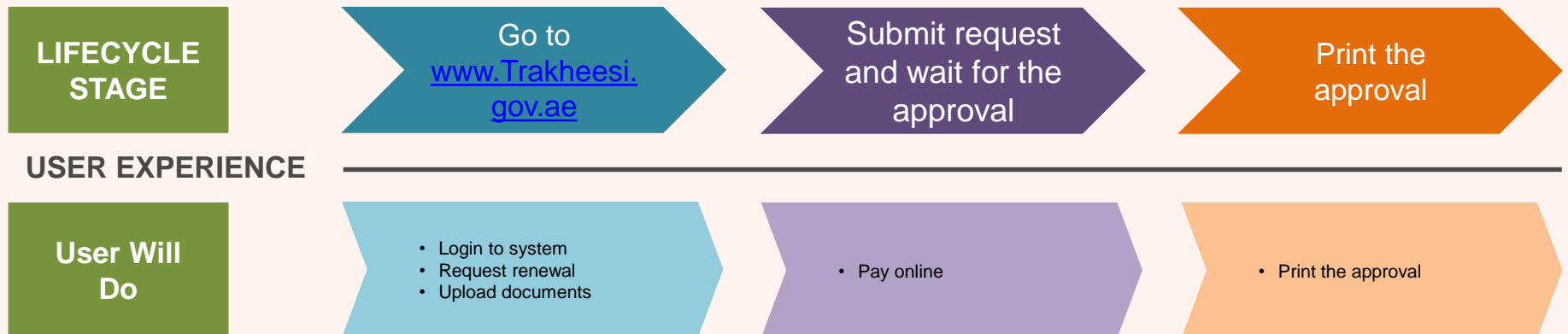


## Licensing Customer Journey Map – Renewal License

### 6. Licensing → Renewal → Exiting → Free zone

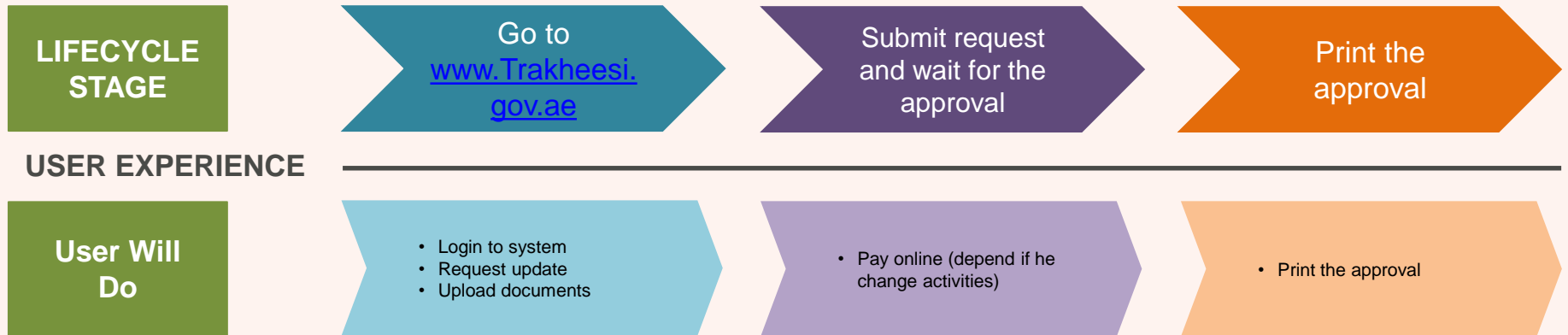


### 7. Licensing → Renewal → Exiting → Temporary Developer

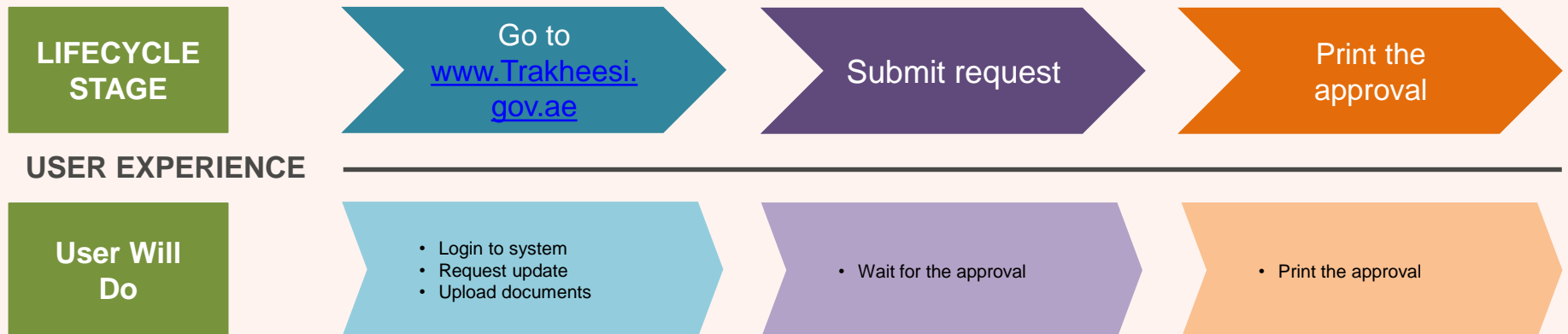


## Licensing Customer Journey Map – Update License

### 8. Licensing → Update → Exiting → Free zone



### 9. Licensing → Update → Exiting → Temporary Developer



# TRAKHEESI

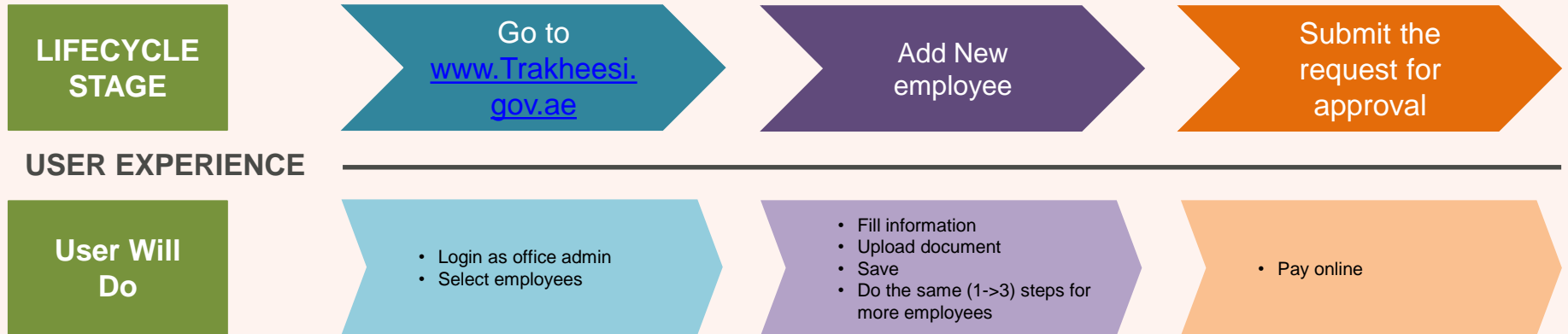
## Customer Journey Map

- Employees & Brokers management

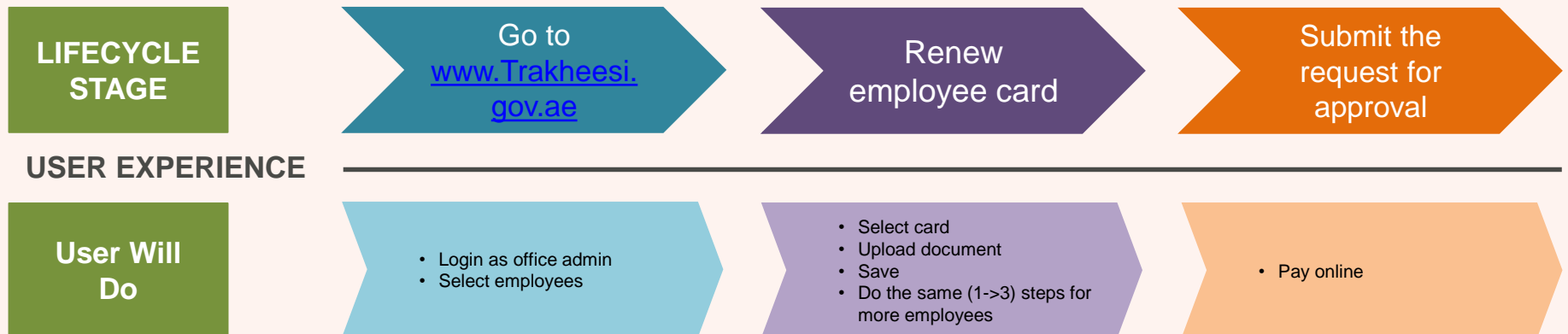


## Employees & Brokers Management

### 1. Add New Employee



### 2. Renew Employee Card



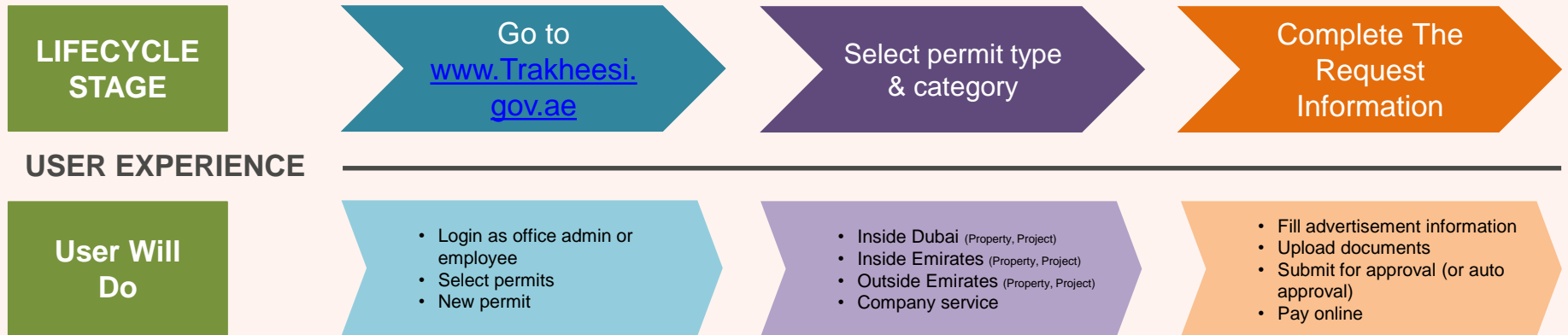
# TRAKHEESI

## Customer Journey Map

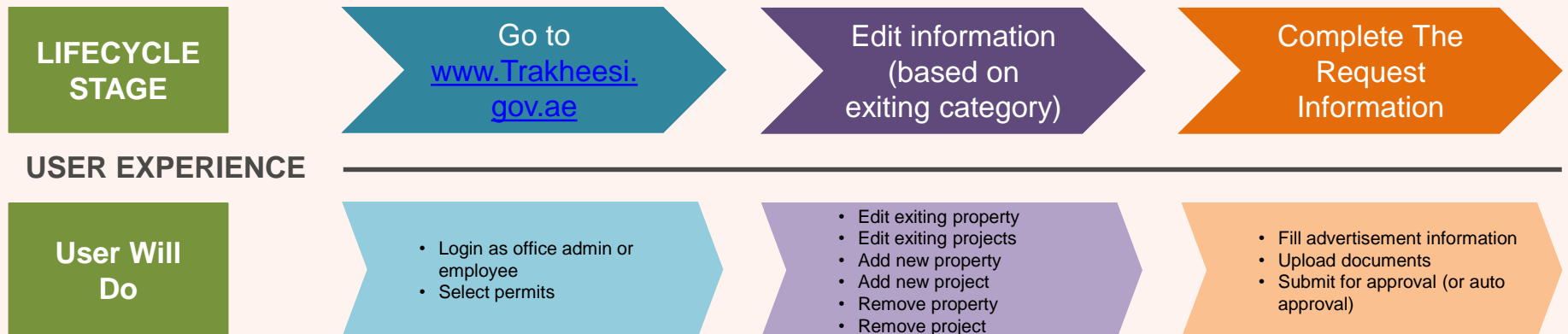
- Permits

## Permits Customer Journey Map – New Permit

### 1. Permits → Issuing → New Permit



### 2. Permits → Edit Permit

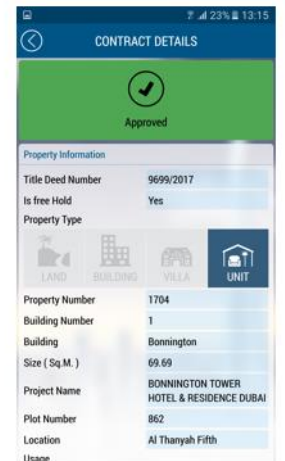
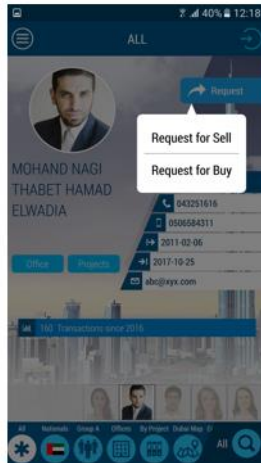
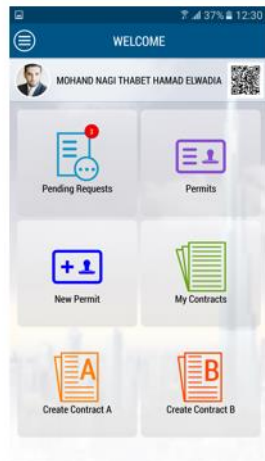
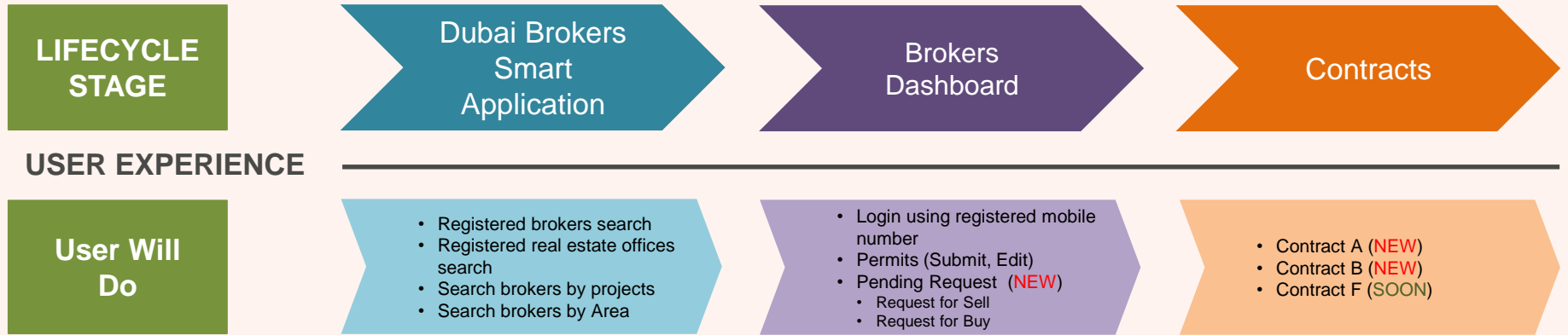


# TRAKHEESI

## Customer Journey Map

- Dubai Brokers

### 1. Dubai Brokers → Contracts A,B & F



**TRAKHEESI**

**Customer Journey Map**

**Thank you**