



TRAKHEESI

Customer Journey Map

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

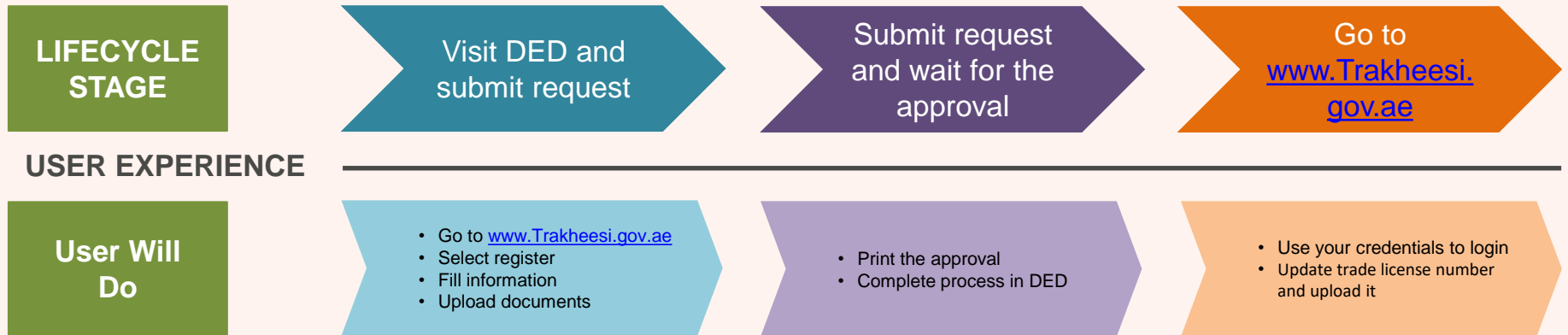
TRAKHEESI

Customer Journey Map

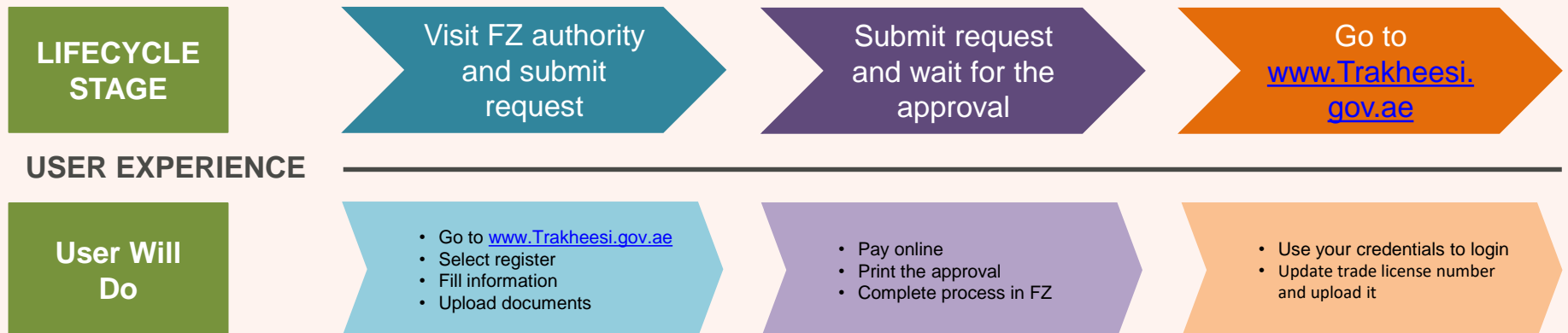
- Licensing: Issuing, Renewal & Update

Licensing Customer Journey Map – Issuing License

1. Licensing → Issuing → New → DED



2. Licensing → Issuing → New → Free zone

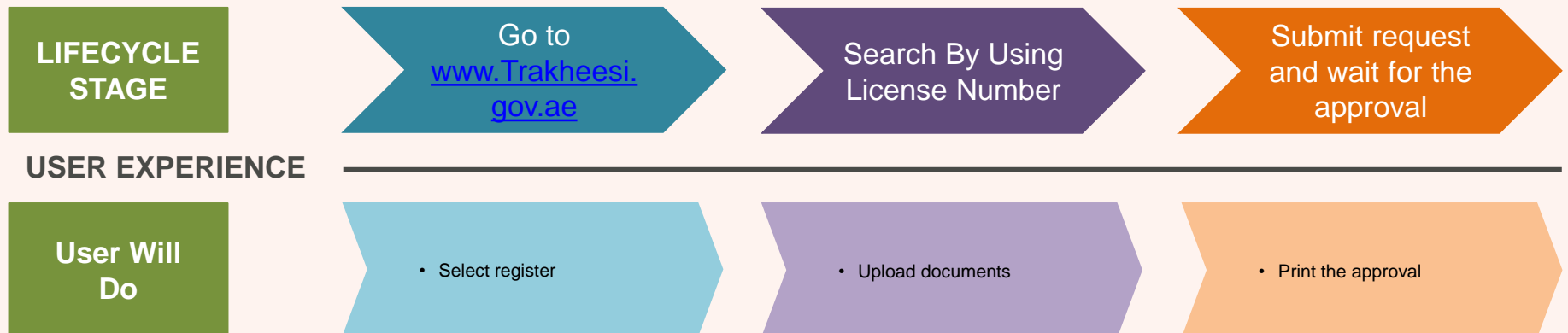


Licensing Customer Journey Map – Issuing License

3. Licensing → Issuing → New → Temporary Developer

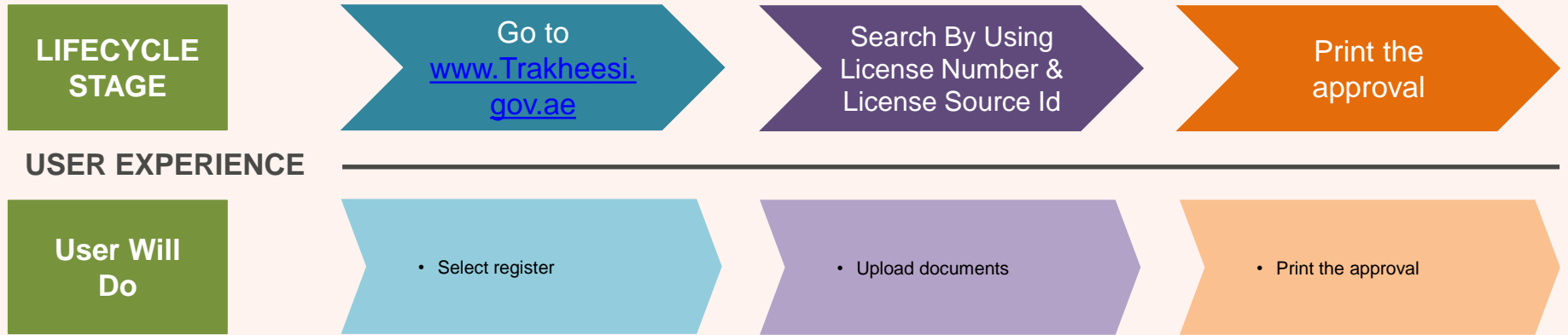


4. Licensing → Issuing → Existing → DED



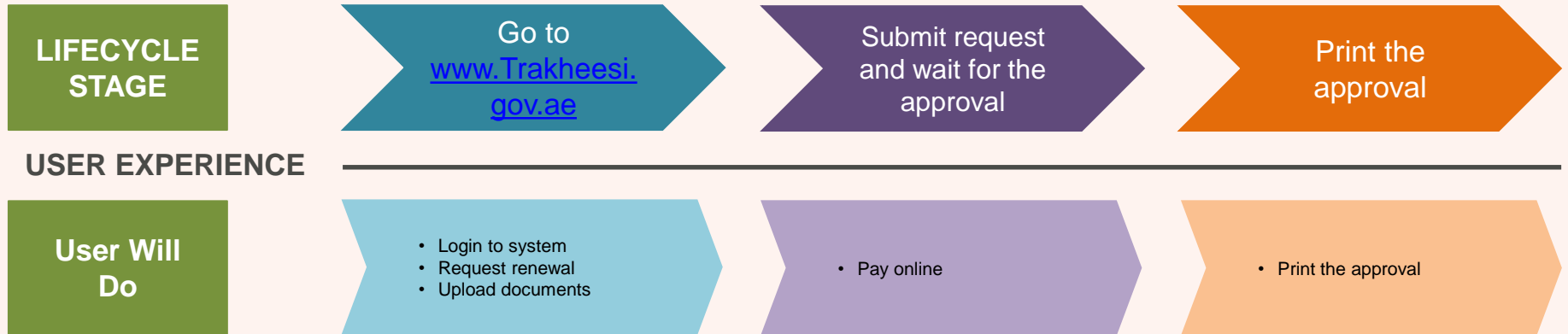
Licensing Customer Journey Map – Issuing License

5. Licensing → Issuing → Existing → Free zone

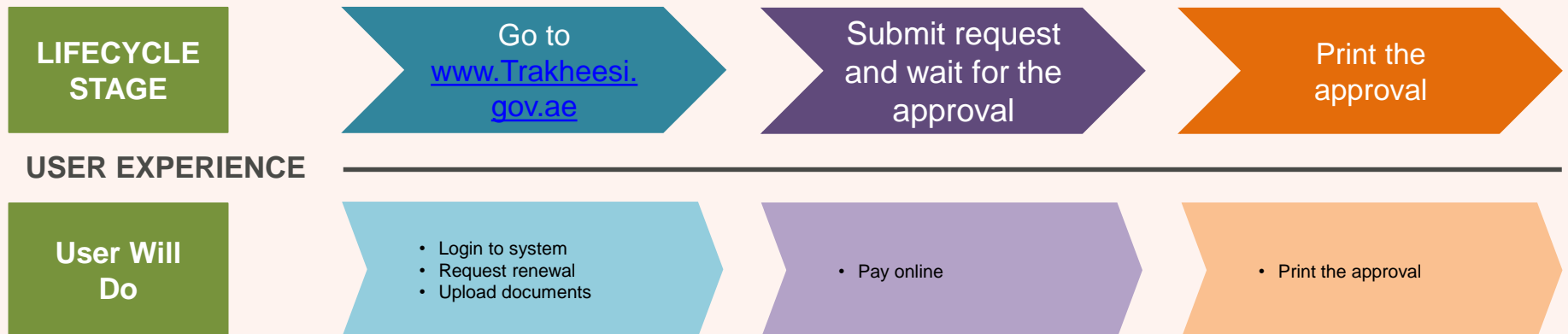


Licensing Customer Journey Map – Renewal License

6. Licensing → Renewal → Existing → Free zone

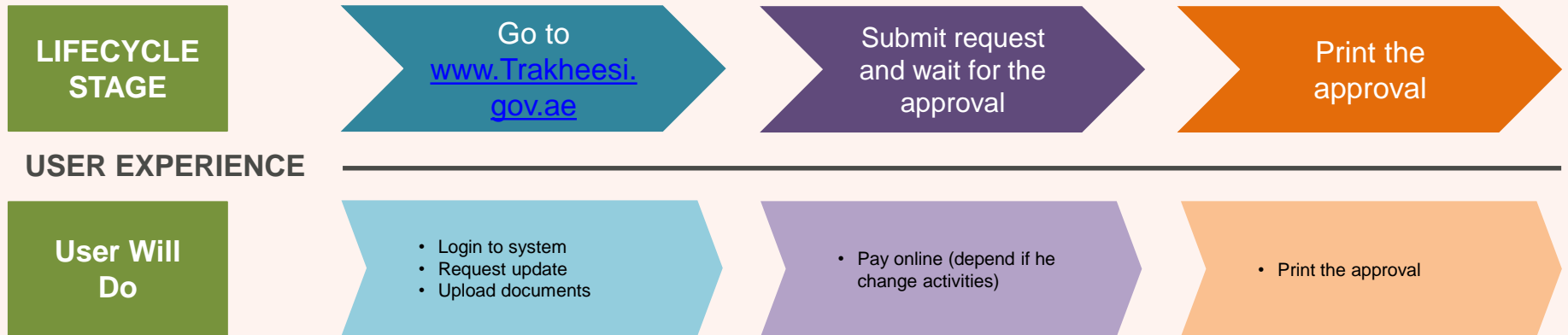


7. Licensing → Renewal → Existing → Temporary Developer

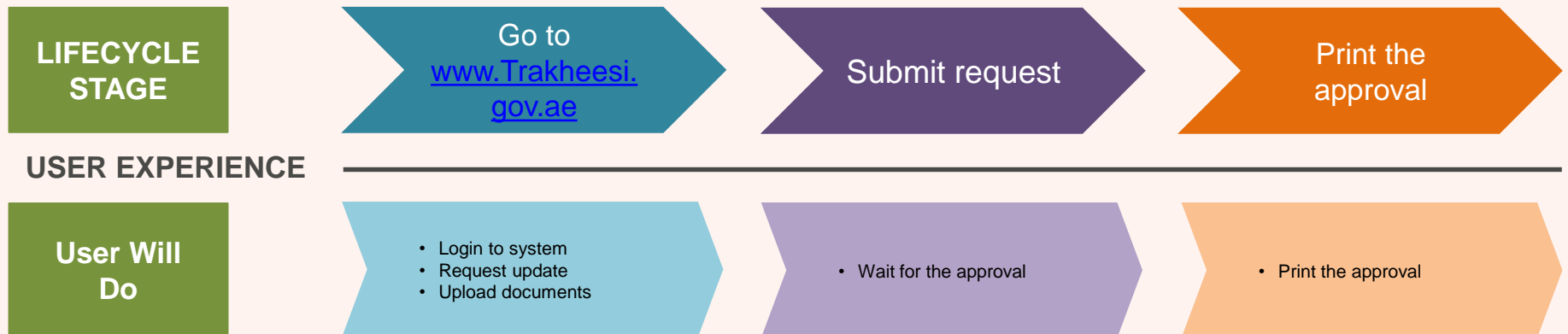


Licensing Customer Journey Map – Update License

8. Licensing → Update → Existing → Free zone



9. Licensing → Update → Existing → Temporary Developer



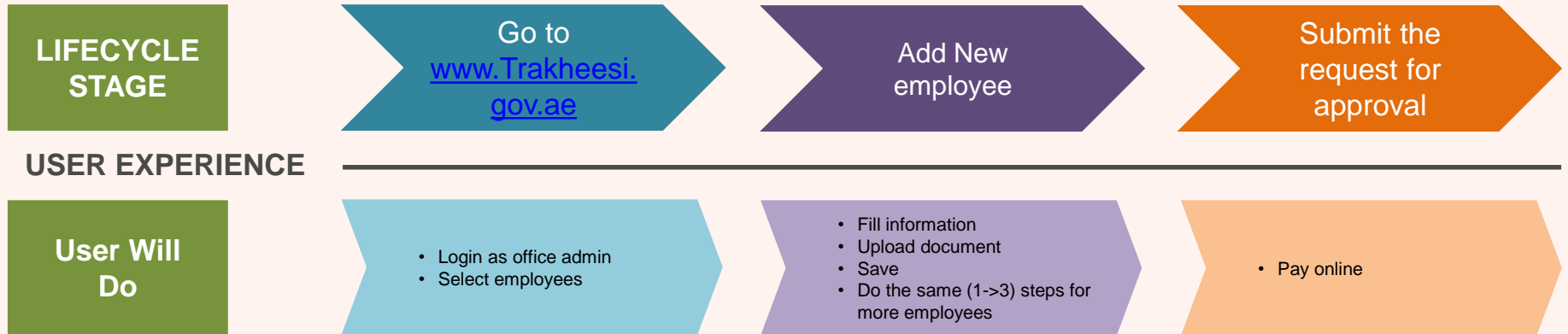
TRAKHEESI

Customer Journey Map

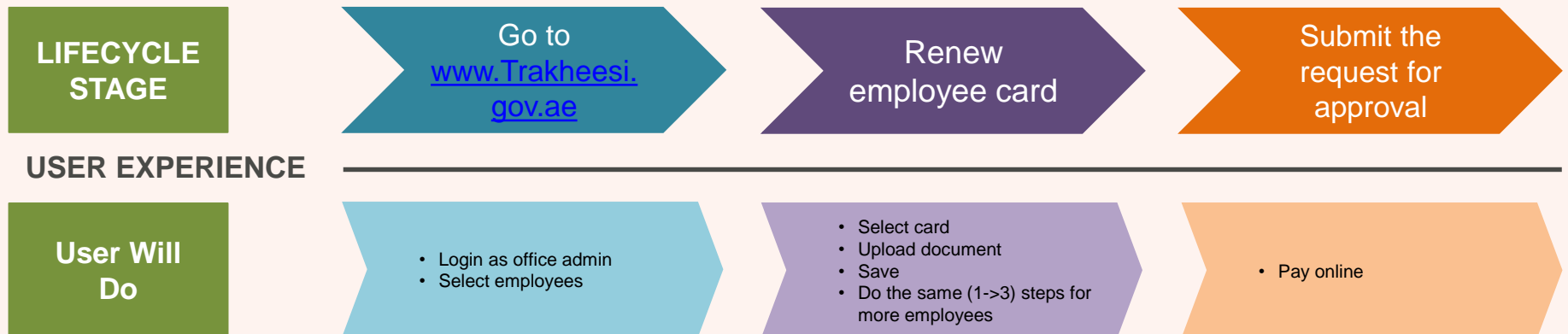
- Employees & Brokers management

Employees & Brokers Management

1. Add New Employee



2. Renew Employee Card



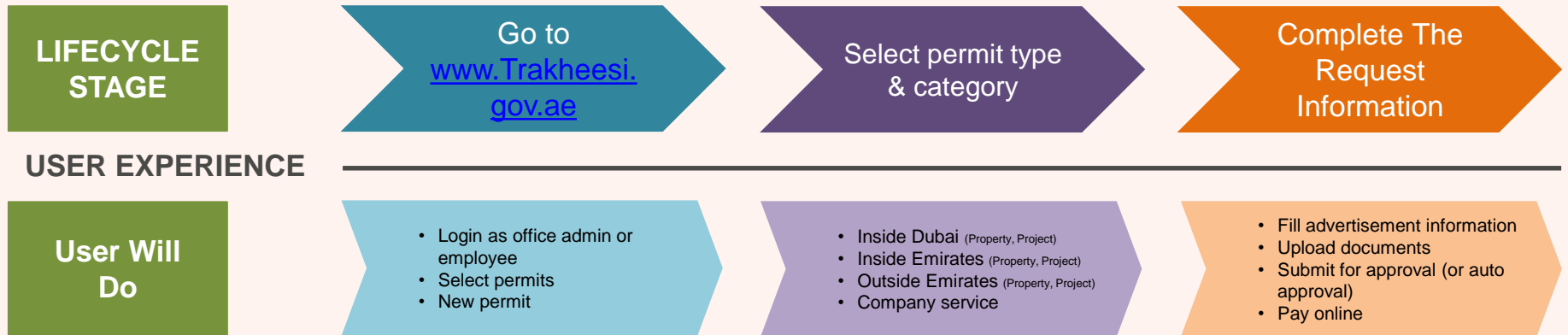
TRAKHEESI

Customer Journey Map

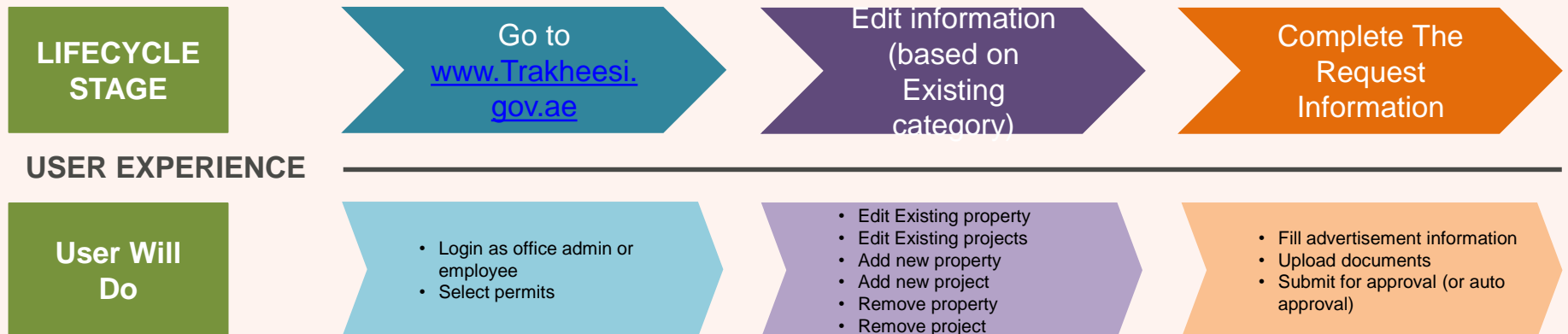
- Permits

Permits Customer Journey Map – New Permit

1. Permits → Issuing → New Permit



2. Permits → Edit Permit

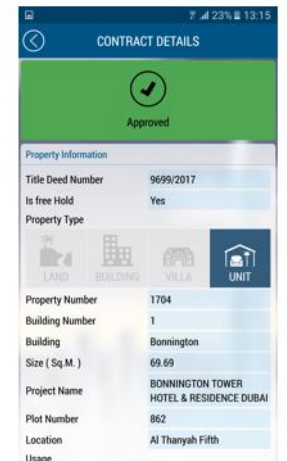
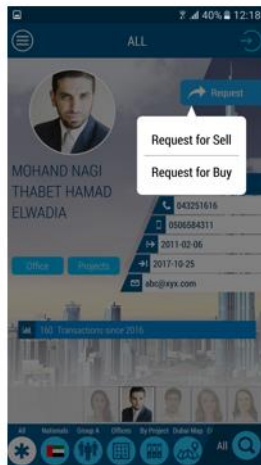
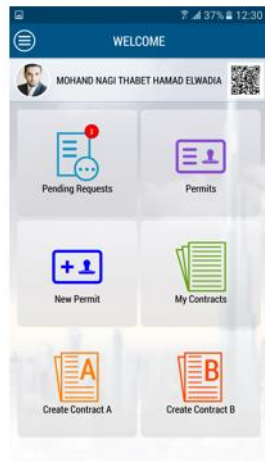
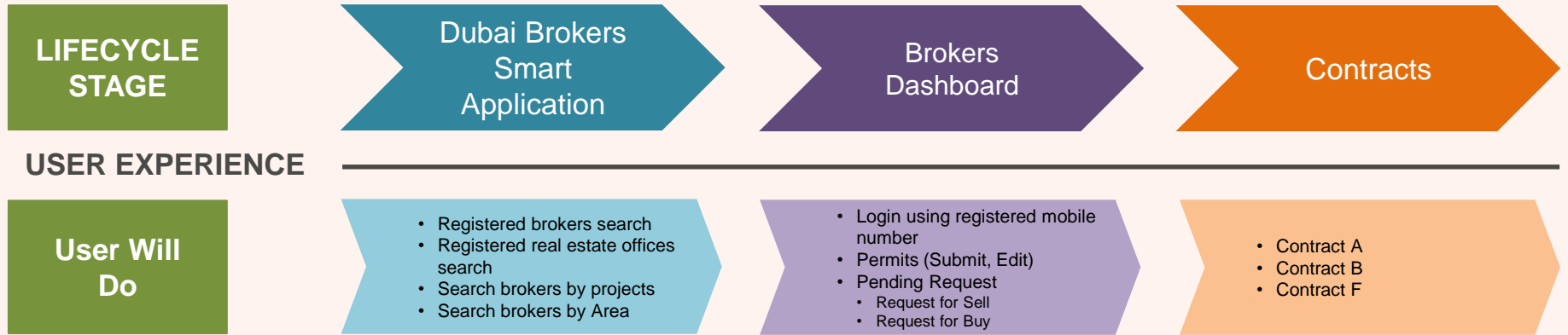


TRAKHEESI

Customer Journey Map

- Dubai Brokers

1. Dubai Brokers → Contracts A,B & F



TRAKHEESI

Customer Journey Map

Thank you