

دادرست سال ةصنم
ةيلاملا لوصألا
ةم وع دم
ذنم ايج ولون ككتلاب
آم اع 20

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تاءافكلاو مجحلا ي ف ومنلا رارمتسا مهسي نأ عقوتملا نمو .(تاعقوت)
حابرألا شماه ي ف عسوتلا نم ديزملا معد ي ف ايجولونكتلاب ةعوفدملا
ءافطإلاو كالهتساللاو بئارضلاو دئاوفلا لبق

لماكلا لمعللا ريس ةكرشلاب ةصاخلا ةيلغيغشتلا ةيحتتلا ةينبلا معدت
لالخ نم يلالملا دادرتمسالا ةيلمعل

- ةكرشلاب صاخلا (CRM) ءالمعللا تاقالعل ةرادإ ماظن
- ةيتوصللا تالاصتالا
- SMS لئاسر
- ينورتكلإل ديربلا
- باسلاو
- ةشدرللا توبورفئاو
- ريراقتلا دادعإو تاليلحتلا
- يعانطصالا ءاكذلاب موعدملا لعافتلا
- لمعللا ريس ةتمت

دادرتمسالا ةطشنأ ةرادإ ةكرشللا ايجولونكتلاب موعدملا جذومنلا اذه حي تي
ريياعمولا لاثتمالا ريياعملا لاثتمالا لعل طاफलلا عم ريبكلا مجحلا تاذ
ةيلالملا تاسسؤملا نم ءالمعللا اهبلطي تيلا ةمدخلا

ثيح ،نينتنجرألا ي ف اهليصحتو نويذلا دادرتمسا قوس ي ف ةكرشلا لمعت
بلط قلخ لىلإ يكالهتساللا ليومتلا روطتو نامتئالا راشتنا ديازت يدؤي
ةصصختملا دادرتمسالا تامدخلا لعل رمتسم

بناج لىلإ ،ةباقرلل ةعصاخلا ةيلالملا تاسسؤملا عم ةخسارلا اهتاقالعل نإ
لا لاثتمالا لاجم ي ف لفاحلا اهلاجسو ةيجولونكتلا ةيحتتلا اهتي نب
ةيدلقتلا ليصحتلا تاكرشب ةنراقم ةزيمتم ةناكم اهحمت

ةيسسؤملا تاقالعل

يكالهتساللا ليومتلا تاسسؤمو كونبلا عم ةخسارلا تاقالعل لكشت
ةرركتملا لامعألا صرفل أنيتم أساساً

ةيجولونكتلا ةيحتتلا ةينبلا

ةددعتم اهتاردقو ةكرشلاب ةصاخلا (CRM) ءالمعللا تاقالعل ةرادإ ةمظنأ حي تي
ءافكب قاطنلا ةعساو دادرتمسالا تايلمع ةرادإ تاونقلا

نمألاو لاثتمالا

ةكرشللا يسسؤملا لمعللا طمن ISO 27001 و ISO 9001 اتداهش معدت

ةيلغيغشتلا ةعارلا

نأ نود تاداريإلا ةدايزل آصرف ايجولونكتلاب موعدملا تايلمعل رفوت
ةيلغيغشتلا فيللكتلا ي ف ةبسانتم ةدايز لكذ لىل بترتي

تازاجنإل لجم

ةيلالملا تامدخلا ةئيب ي ف ةيلغيغشتلا ةربخلا نم نيدق نم رثكأ
ةباقرلل ةعصاخلا

ةيلوؤسملا ءالخ

1. [INDA](#)

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1. [INDA](#)

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