

```
-----
----- Welcome to Jeddah Broker Company Customer e-Portal -----
-----
| 1 : Get information about the Supplied Services |
| 2 : Make appointments for different types of services(Request or Pay Bill ) |
| 3 : Submit customer feedback or complaint |
| 4 : Exit |
-----
> Please enter your choice: 5

> Invalid Choice! Please Try again.
```

```
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| 1 : Get information about the Supplied Services |
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| 3 : Submit customer feedback or complaint |
| 4 : Exit |
-----
> Please enter your choice: 1

----- SERVICES -----
-----
| E or e : Electricity Services |
| W or w : Water Services |
| C or c : Communication Services |
| R or r : Return to Main Menu |
-----
> Please enter the choice: g

> Invalid Choice! Please Try again.
```

```
----- SERVICES -----
-----
| E or e : Electricity Services |
| W or w : Water Services |
| C or c : Communication Services |
| R or r : Return to Main Menu |
-----
> Please enter the choice: e
```

----- ELECTRICITY -----

```
-----  
| R or r: Residential |  
| C or c: Commercial |  
| A or a: Agricultural |  
| H or h: Charities |  
| P or p: Previous Menu |  
-----
```

> Please enter the choice: m

> Invalid Choice! Please Try again.

----- ELECTRICITY -----

```
-----  
| R or r: Residential |  
| C or c: Commercial |  
| A or a: Agricultural |  
| H or h: Charities |  
| P or p: Previous Menu |  
-----
```

> Please enter the choice: r

> Main Fees: 150.0

> Company Fees: 20

> Needed Number of Days to be settled: 15

----- ELECTRICITY -----

```
-----  
| R or r: Residential |  
| C or c: Commercial |  
| A or a: Agricultural |  
| H or h: Charities |  
| P or p: Previous Menu |  
-----
```

> Please enter the choice: a

> Main Fees: 200.0

> Company Fees: 50

> Needed Number of Days to be settled: 25

----- ELECTRICITY -----

-----  
| R or r: Residential |  
| C or c: Commercial |  
| A or a: Agricultural |  
| H or h: Charities |  
P or p: Previous Menu

> Please enter the choice: c  
> Main Fees: 300.0  
> Company Fees: 70  
> Needed Number of Days to be settled: 30

----- ELECTRICITY -----

-----  
| R or r: Residential |  
| C or c: Commercial |  
| A or a: Agricultural |  
| H or h: Charities |  
P or p: Previous Menu

> Please enter the choice: h  
> Main Fees: 100.0  
> Company Fees: 10  
> Needed Number of Days to be settled: 20

----- ELECTRICITY -----

-----  
| R or r: Residential |  
| C or c: Commercial |  
| A or a: Agricultural |  
| H or h: Charities |  
P or p: Previous Menu

> Please enter the choice: p

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: r

-----  
----- Welcome to Jeddah Broker Company Customer e-Portal -----  
-----

-----  
| 1 : Get information about the Supplied Services |  
| 2 : Make appointments for different types of services(Request or Pay Bill ) |  
| 3 : Submit customer feedback or complaint |  
4 : Exit

> Please enter your choice: 3

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: w

----- FEEDBACK/COMPLAINT -----

-----  
| 1: Submit Feedback |  
| 2: Submit Complaint |  
3: Previous Menu

> Please enter the choice: 1

> Enter your name (first and last): Ali Al-zahrani

> Enter your mobile (##-###-####): 50-123-6235

> Enter your feedback (on one line only): Thanks for your quality services...

-----  
Your submission was received; you will be contacted within one week to discuss.

Here is a confirmation of your submission to WATER:

Submission Type: Feedback

Name: Ali Al-zahrani

Phone: 50-123-6235

Feedback:

"Thanks for your quality services..."

\*\*You will now be returned to the Appointment Menu.

----- FEEDBACK/COMPLAINT -----  
-----

| 1: Submit Feedback |  
| 2: Submit Complaint |  
3: Previous Menu

> Please enter the choice: 3

----- SERVICES -----  
-----

| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: c

----- FEEDBACK/COMPLAINT -----  
-----

| 1: Submit Feedback |  
| 2: Submit Complaint |  
3: Previous Menu

> Please enter the choice: 2

> Enter your name (first and last): Ahmed Al-ghamdi

> Enter your mobile (##-###-####): 55-236-52346

Enter your complaint (on one line only): My services request takes too long time >>

-----  
Your submission was received; you will be contacted within one week to discuss.

Here is a confirmation of your submission to COMMUNICATION:

Submission Type: Complaint

Name: Ahmed Al-ghamdi

Phone: 55-236-52346

Feedback:

"My services request takes too long time >> "

\*\*You will now be returned to the Appointment Menu.

----- FEEDBACK/COMPLAINT -----

-----  
| 1: Submit Feedback |  
| 2: Submit Complaint |  
3: Previous Menu

> Please enter the choice: 3

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: R

-----  
----- Welcome to Jeddah Broker Company Customer e-Portal -----  
-----

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| 1 : Get information about the Supplied Services |  
| 2 : Make appointments for different types of services(Request or Pay Bill ) |  
| 3 : Submit customer feedback or complaint |  
4 : Exit

> Please enter your choice: 2

----- SERVICES -----

```
-----  
| E or e : Electricity Services |  
| W or w : Water Services      |  
| C or c : Communication Services |  
| R or r : Return to Main Menu  |  
-----
```

> Please enter the choice: w

----- APPOINTMENT TYPE -----

```
-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment        |  
| 3: Previous Menu              |  
-----
```

> Please enter the choice: 1  
> Enter your name (first and last): sami Ali  
> Enter your mobile (##-###-####): 55-246-36987  
> Enter service name: Open Meter  
> Enter number of quantities of this service you want: 3  
> Enter service description: Open Meter for new building  
> When do you want your service appointment: Next week

```
-----  
| Yor request was received; you will be contacted within 24 hours to finalize it. |  
-----
```

Here is a confirmation of your request to WATER:

Appointment Type: Service Request  
Name: sami Ali Phone: 55-246-36987  
Service name: Open Meter  
Number of Quantities: 3  
Service needed: Open Meter for new building  
Preferred date for Sales appointment: Next week

\*\*You will now be returned to the Appointment Menu.

----- APPOINTMENT TYPE -----

```
-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment        |  
| 3: Previous Menu              |  
-----
```

> Please enter the choice: 1  
> Enter your name (first and last): Ahmed Al-motairi  
> Enter your mobile (##-###-####): 54-215-6532  
> Enter service name: new connection  
> Enter number of quantities of this service you want: 2  
> Enter service description: Two new building need new connection for water  
> When do you want your service appointment: Next Wednesday

-----  
Yor request was received; you will be contacted within 24 hours to finalize it.

Here is a confirmation of your request to WATER:

Appointment Type: Service Request

Name: Ahmed Al-motairi Phone: 54-215-6532

Service name: new connection

Number of Quantities: 2

Service needed: Two new building need new connection for water

Preferred date for Sales appointment: Next Wednesday

\*\*You will now be returned to the Appointment Menu.

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 2  
> Enter your name (first and last): Omer Abdallah  
> Enter your mobile (##-###-####): 59-253-6458  
> Which type of srevice you want to pay the Bill: Open Meter  
> How much you want to pay: 100  
> When do you want your pay bill appointment: Tomorrow



-----  
Yor request was received; you will be contacted within 24 hours to finalize it.

Here is a confirmation of your request to WATER:

Appointment Type: Pay Bill

Name: Omer Abdallah

Phone: 59-253-6458

Bill type: Open Meter

Cost of bill: 100.0

Preferred date for Service appointment: Tomorrow

\*\*You will now be returned to the Appointment Menu.

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 3

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: c

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 1

> Enter your name (first and last): Fual Abdallah

> Enter your mobile (##-###-####): 53-623-5847

> Enter service name: Mobile Postpaid

> Enter number of quantities of this service you want: 2

> Enter service description: Subscribe to pospaid mobile with different offers

> When do you want your service appointment: Today

-----  
Your request was received; you will be contacted within 24 hours to finalize it.

Here is a confirmation of your request to COMMUNICATION:

Appointment Type: Service Request

Name: Fual Abdallah

Phone: 53-623-5847

Service name: Mobile Postpaid

Number of Quantities: 2

Service needed: Subscribe to pospaid mobile with different offers

Preferred date for Sales appointment: Today

\*\*You will now be returned to the Appointment Menu.

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 3

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: r

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4 : Exit

> Please enter your choice: 1

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: w

----- WATER -----

-----  
| N or n: New Connection |  
| T or t: Request Tanker |  
| O or o: Open Meter |  
P or p: Previous Menu

> Please enter the choice: n  
> Main Fees: 150.0  
> Company Fees: 50  
> Needed Number of Days to be settled: 15

----- WATER -----

-----  
| N or n: New Connection |  
| T or t: Request Tanker |  
| O or o: Open Meter |  
P or p: Previous Menu

> Please enter the choice: t  
> Main Fees: 100.0  
> Company Fees: 10  
> Needed Number of Days to be settled: 1

----- WATER -----

-----  
| N or n: New Connection |  
| T or t: Request Tanker |  
| O or o: Open Meter |  
P or p: Previous Menu

> Please enter the choice: o  
> Main Fees: 50.0

> Company Fees: 30  
> Needed Number of Days to be settled: 5

----- WATER -----

-----  
| N or n: New Connection |  
| T or t: Request Tanker |  
| O or o: Open Meter |  
P or p: Previous Menu

> Please enter the choice: p

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: c

----- STC -----

-----  
| MS: Mobile Postpaid |  
| MR: Mobile Prepaid |  
| LL: Land Line |  
| IN: Internet |  
PR: Previous Menu

> Please enter the choice: ms  
> Main Fees: 100.0  
> Company Fees: 10  
> Needed Number of Days to be settled: 1

----- STC -----

-----  
| MS: Mobile Postpaid |  
| MR: Mobile Prepaid |  
| LL: Land Line |  
| IN: Internet |  
PR: Previous Menu

> Please enter the choice: MR

> Main Fees: 30.0  
> Company Fees: 5  
> Needed Number of Days to be settled: 1

----- STC -----

```
-----  
| MS:  Mobile Postpaid      |  
| MR:  Mobile Prepaid      |  
| LL:  Land Line           |  
| IN:  Internet            |  
| PR:  Previous Menu       |  
-----
```

> Please enter the choice: IN  
> Main Fees: 150.0  
> Company Fees: 20  
> Needed Number of Days to be settled: 2

----- STC -----

```
-----  
| MS:  Mobile Postpaid      |  
| MR:  Mobile Prepaid      |  
| LL:  Land Line           |  
| IN:  Internet            |  
| PR:  Previous Menu       |  
-----
```

> Please enter the choice: LL  
> Main Fees: 300.0  
> Company Fees: 20  
> Needed Number of Days to be settled: 2

----- STC -----

```
-----  
| MS:  Mobile Postpaid      |  
| MR:  Mobile Prepaid      |  
| LL:  Land Line           |  
| IN:  Internet            |  
| PR:  Previous Menu       |  
-----
```

> Please enter the choice: pr

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: r

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| 3 : Submit customer feedback or complaint |  
4 : Exit

> Please enter your choice: 2

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: e

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 2

> Enter your name (first and last): Salem Altourki

> Enter your mobile (##-###-####): 54-263-5236

> Which type of service you want to pay the Bill: Commercial Bill

> How much you want to pay: 300

> When do you want your pay bill appointment: After tomorrow

-----  
Yor request was received; you will be contacted within 24 hours to finalize it.

Here is a confirmation of your request to ELECTRICITY:

Appointment Type: Pay Bill  
Name: Salem Altourki Phone: 54-263-5236  
Bill type: Commercial Bill  
Cost of bill: 300.0  
Preferred date for Service appointment: After tomorrow

\*\*You will now be returned to the Appointment Menu.

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 1  
> Enter your name (first and last): Mohammed Salem  
> Enter your mobile (##-###-####): 55-653-26987  
> Enter service name: Residential Electricit  
> Enter number of quantities of this service you want: 1  
> Enter service description: Request for new apartment at my building  
> When do you want your service appointment: next Sunday

-----  
Yor request was received; you will be contacted within 24 hours to finalize it.

Here is a confirmation of your request to ELECTRICITY:

Appointment Type: Service Request  
Name: Mohammed Salem Phone: 55-653-26987  
Service name: Residential Electricit  
Number of Quantities: 1  
Service needed: Request for new apartment at my building  
Preferred date for Sales appointment: next Sunday

\*\*You will now be returned to the Appointment Menu.

----- APPOINTMENT TYPE -----

-----  
| 1: Service Request Appointment |  
| 2: Pay Bill Appointment |  
3: Previous Menu

> Please enter the choice: 3

----- SERVICES -----

-----  
| E or e : Electricity Services |  
| W or w : Water Services |  
| C or c : Communication Services |  
R or r : Return to Main Menu

> Please enter the choice: r

-----  
----- Welcome to Jeddah Broker Company Customer e-Portal -----  
-----

-----  
| 1 : Get information about the Supplied Services |  
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4 : Exit

> Please enter your choice: 4

\*\*\* SUMMARY of Activity for Jeddah Broker Company Customer e-Portal:

Service	# of query InformaTion	# of Appointment	# of Submissions	Total
ELECTRICITY	4	2	0	6
WATER	3	3	1	7
COMMUNICATION	4	1	1	6

BUILD SUCCESSFUL (total time: 18 minutes 57 seconds)