

Oman Post's e-Services to start from Sunday

Tuesday 27th, December 2016 / 23:11 Written by **Oman Observer**
in **Local, Main**



By Staff Reporter — MUSCAT: Dec 27: Oman Post's dedicated Customer Service Centre is set to go live on January 1, part of the state-run service provider's efforts to move most of its products and services to digital and online platforms. Corporate and retail clients will be able to get their queries answered with

regard to Oman Post's expanding portfolio of products and services, as well as follow up on the status of incoming or outgoing postal packages.

The launch of the e-Centre, currently getting the final touches by Oman Post, is a key part of the organisation's broader efforts to embrace e-services ahead of the rollout of an ambitious strategy to expand and modernise its services in 2017. Also in line with this effort, Oman Post has strengthened its presence on social media platforms and introduced an SMS text messaging service for the benefit of customers.

Visiting the e-Centre ahead of its launch, Abdul Malik bin Abdul Karim al Balushi, CEO of Oman Post, commented: "Keeping pace with the trends and technologies overtaking the postal services sector is a challenge facing service providers globally. At Oman Post, we have reviewed and reevaluated all our products and services to ensure they offer value to our government and private sector customers, taking into consideration current trends and the specific requirements of our client base. Our goal is to provide our customers with an outstanding experience at competitive prices. This is in line with our ambition to evolve into a high-quality postal services provider."

Oman Post is expected to unveil its strategic plan for growth in the first quarter of 2017, along with the rollout of new products and services. The company is also seeking to establish partnerships with local and international companies with a view to providing an enhanced level of customer services.

