

GovChat steps in to help with SASSA's FAQs

Govchat announces the digitisation of South African Social Security Agency (SASSA) Social Relief of Distress (SRD) frequently asked questions (FAQs) on WhatsApp in order to assist the SASSA call centre in its inquiries on SRD grants.



The partnership with SASSA comes at a time when thousands of South Africans are contacting the SASSA call centre line in need of feedback from the agency about a variety of inquiries related to the SRD grant. The digitisation of this effort by GovChat is intended to provide much needed relief to the overwhelmed SASSA call centre environment. The FAQs will pay special attention to ensure every question relating to the SASSA SRD grant is attended to, and provides applicants with the clarity that they need.

Eldrid Jordaan, founder and CEO of GovChat, says “As GovChat, we are committed to supporting government’s efforts to make this transition into ‘the new normal’ seamless. It is important for us to continue to accelerate the digitisation efforts to enhance the citizens experience to be better response times, and access to the information that they need to take the appropriate steps. This work matters to us”.

GovChat currently has 4 million active users, and has to date processed well over 170 million messages, making it one of Africa’s largest citizen government engagement platforms.

The FAQ will be available on the WhatsApp number (082 046 8553), and on Facebook Messenger <https://www.facebook.com/govchat.org> by adding GovChat and prompt “SASSA” to get started.

For more, visit: <https://www.bizcommunity.com>