CUSTOMER MOBILE APP

Buyer Experience

Tier one from day 1.

The whole buyer journey in one branded app: payments, documents, progress and handover, live from CRM.

iPhone and Android | English and Arabic | Live from CRM

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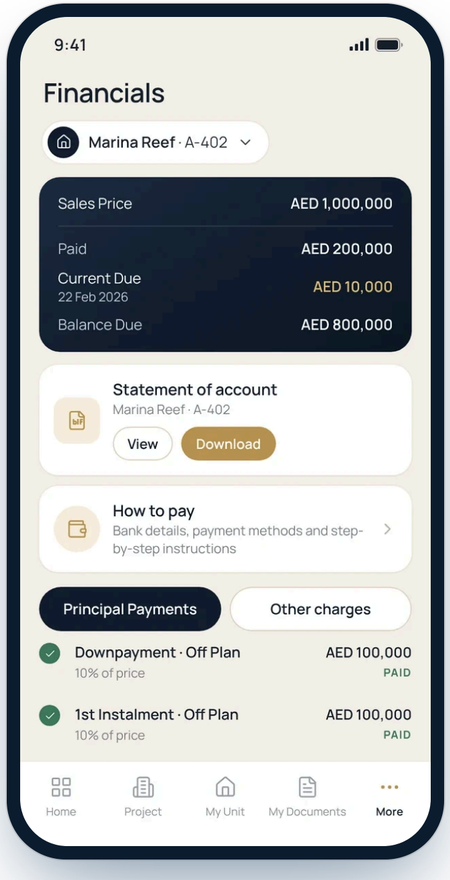
WHY IT MATTERS

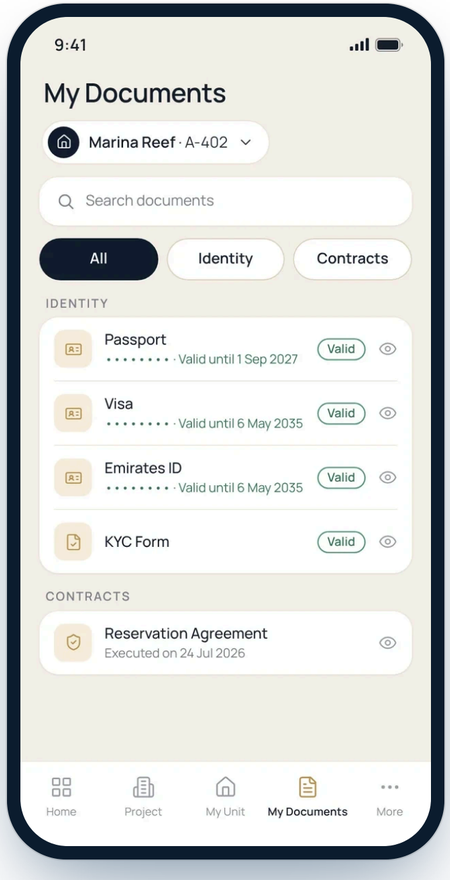
Three questions. One app.

Every buyer asks the same three things. The answers are already in their pocket, with no calls and no waiting.



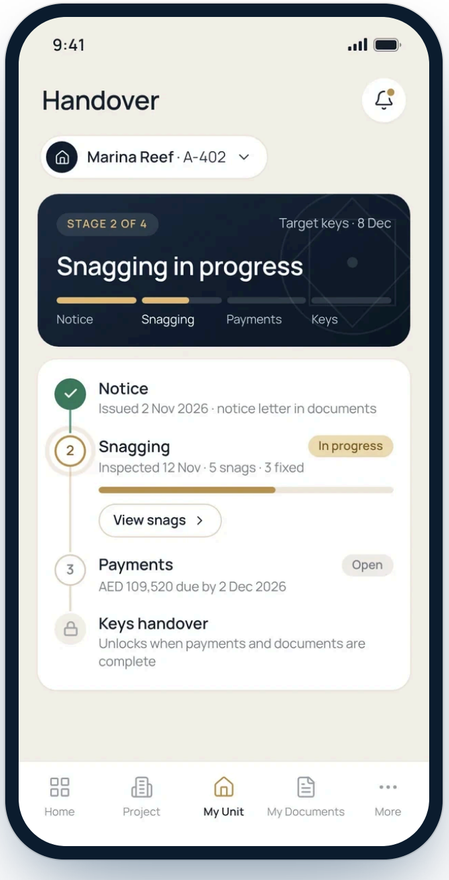
What do I owe?

Paid, due and balance, to the dirham



Where are my documents?

Every contract and ID, one tap away



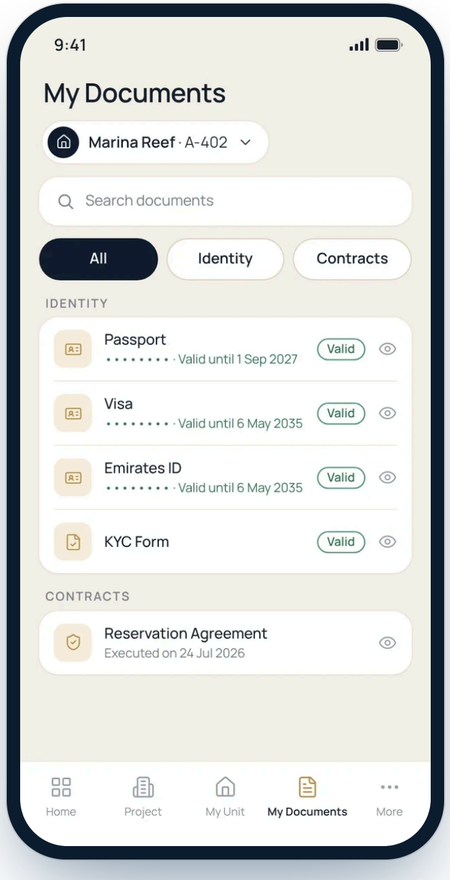
When do I get my keys?

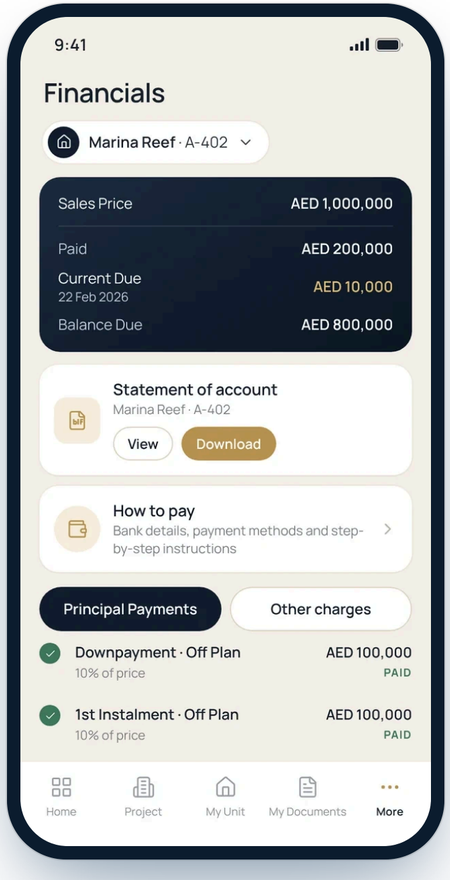
Each handover step, in order

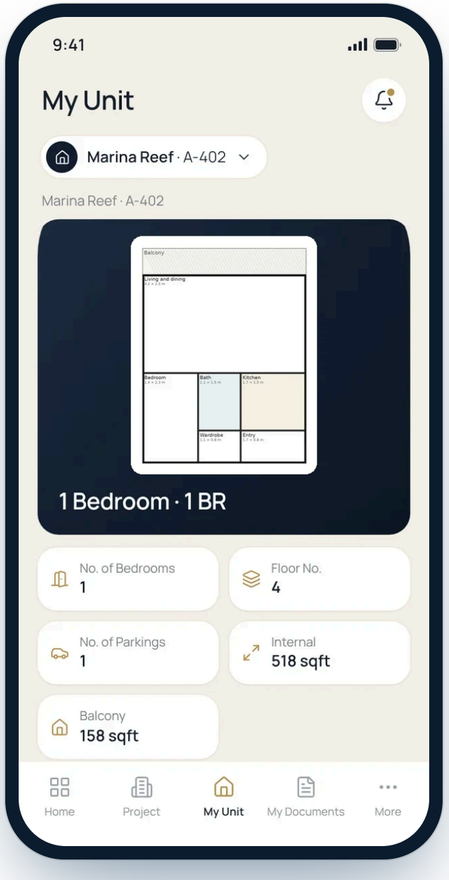
EVERY DAY · 1 OF 2

Everything they own, in one place.

Contracts, payments and the home itself. Current, complete and one tap away.







Contracts

Reservation agreement and SPA
IDs with validity dates
Search and download

Financials

Paid, due and balance
Statement of account
Transfer or cheque, card coming soon

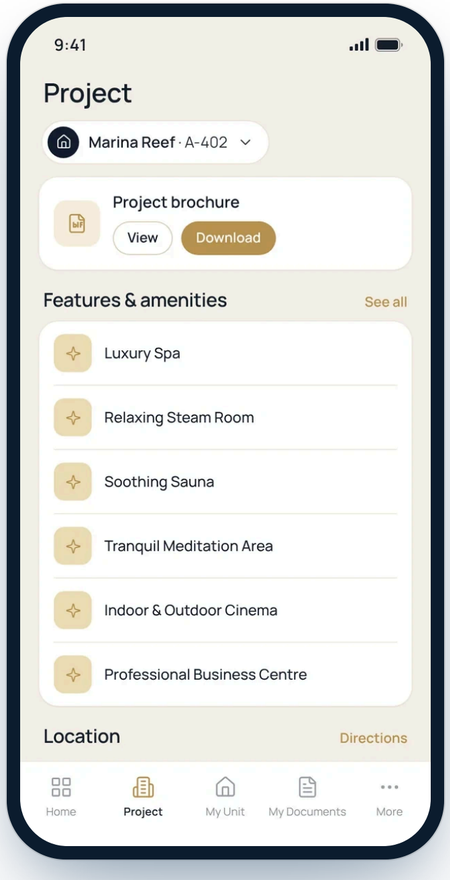
My unit

Layout and floor plan
Size, floor, parking, balcony
Purchasers and shares

EVERY DAY · 2 OF 2

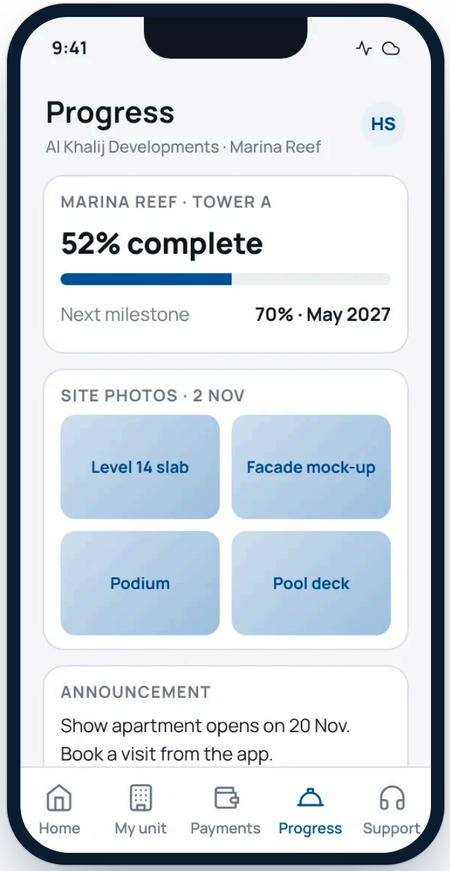
Every update, without asking.

Progress, project news and help arrive in the app, so buyers stay confident from booking to completion.



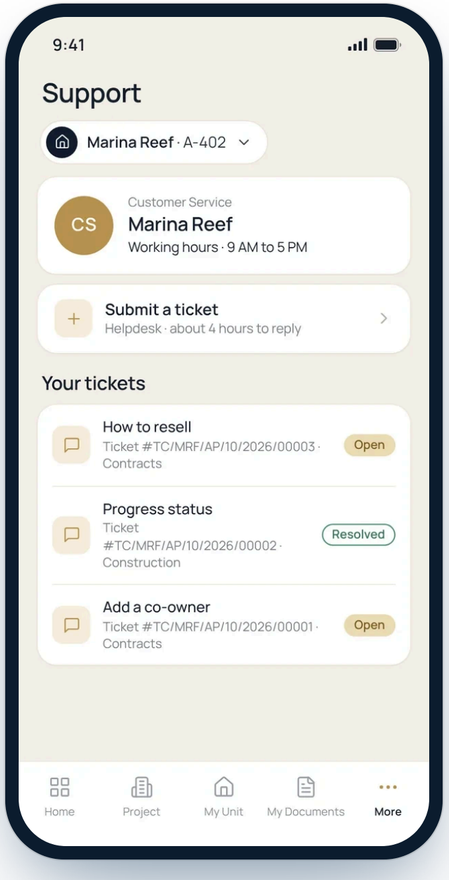
Brochure and amenities

Project brochure to download
Features and amenities
Location and directions



Construction updates

Percent complete, next milestone
Site photos by date
Project announcements



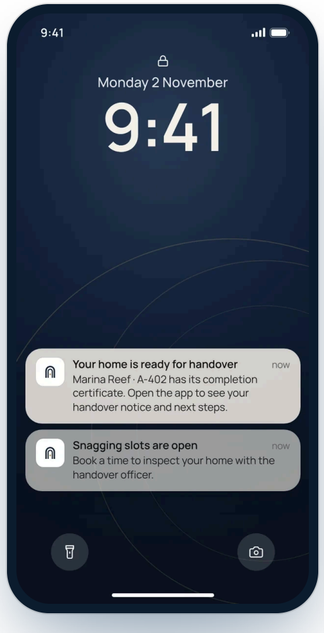
Customer service

Raise and track tickets
Call, WhatsApp or email
Working hours in the app

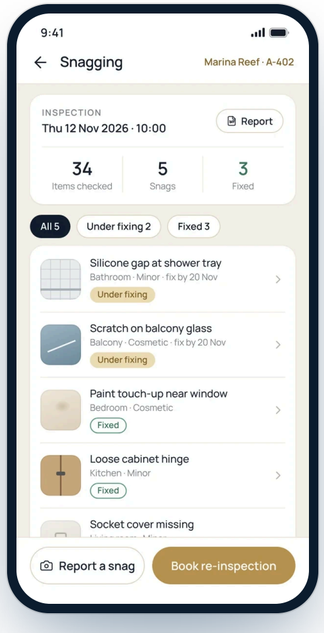
HANDOVER

From completion to keys. Beautifully simple.

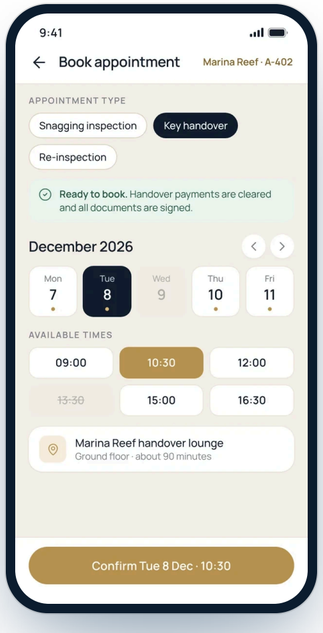
Inspect, pay, book and sign from the phone. Keys in hand, without the paperwork chase.



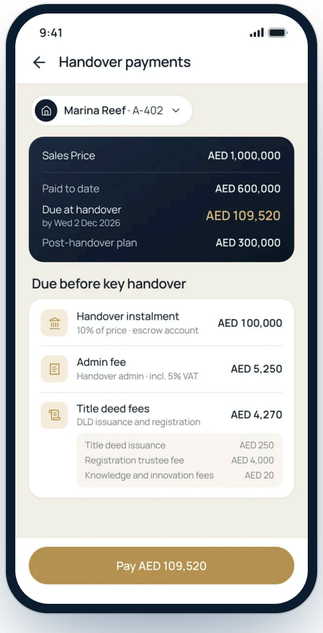
01 Ready for handover



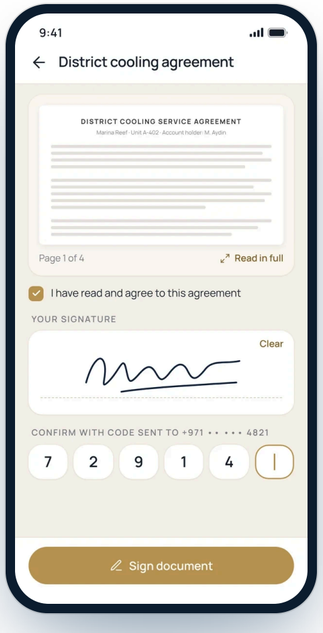
02 Stages and snags



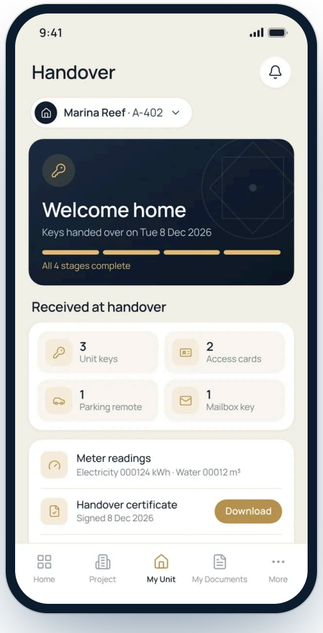
03 Book appointment



04 Handover payments



05 Sign on screen



06 Welcome home

 Screens show sample data.

FEATURE LIST

Everything in the app.

Sign in

- Email and password
- Reset by email or WhatsApp
- Privacy consent
- Only the buyer's own homes

Home and alerts

- Every home, next instalment
- New launches, register interest
- Push alerts
- Notification inbox

My unit

- Details and floor plan
- Gallery and finishes
- Purchasers and shares
- Booking journey

Project

- Construction progress and photos
- Brochure and amenities
- Location and directions
- Project announcements

Documents

- IDs with validity
- Contracts and Oqood
- DocuSign certificate
- Search and download

Financials

- Paid, due and balance
- Invoices, receipts, statement
- Transfer or cheque, upload proof
- Card payments coming soon

Customer service

- Call, WhatsApp or email
- Raise and track tickets
- Chat with attachments
- Help topics

Profile

- Portfolio and outstanding
- Update personal details
- KYC upload, automatic ID scan
- Expired ID prompt

Handover in the app

01 Ready for handover
02 Stages and snags
03 Book appointment
04 Handover payments
05 Sign on screen
06 Welcome home

ORYX BUYER EXPERIENCE

Buyers always know what comes next.

From first instalment to keys in hand.

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