

## Customer Experience Test

### About the Service/Feature

The service aims to assist federal government entities in evaluating the customers' experience during their journey to obtain the service through the various service provision channels of the requesting entity.

### Service steps

- Step 1** → Log in using UAE Pass
- Step 2** → Submit the service request
- Step 3** → Hold an introduction meeting with TDRA to clarify the requirements
- Step 4** → Provide all the documents and requirements (if requested by TDRA)
- Step 5** → TDRA will conduct customer experience test
- Step 6** → Receive the detailed evaluation report
- Step 7** → Providing the improvement plans required to close the improvement opportunities mentioned in the report

Category	Variation
Type	Transactional
Expected Time	7 working days
Fees	Free of charge
Audience	Federal Government entities only
About	The service aims to assist federal government entities in evaluating the customers' experience during their journey to obtain the service through the various service provision channels of the requesting entity.
Channels	Mobile Application TDRA Website
Payment Channels	Not Available
Terms & conditions	Federal government entities may apply for this service once a year only.
Required Documents	Providing the link to the evaluated service Providing a list of the names, contact numbers and e-mail addresses of the test takers Providing a demo account to enable TDRA to apply for the service

<b>Results Require Office Visit</b>	No
<b>Service package</b>	None
<b>Service Complexity Level</b>	Complex
<b>Service Outcome</b>	Detailed report on the tested service
<b>Service Connectivity With Other Services</b>	None
<b>Service Limitation</b>	This service is available to federal government entities only.
<b>Service Remark</b>	None