

## UX Experience Testing - UX LAB

### About the Service/Feature

This service allowed the government entities to apply for the User Experience Testing - UX Lab request provided by TDRA.

### Service steps

- Step 1** → Log in using UAE Pass
- Step 2** → Submit a request to obtain a service
- Step 3** → Hold an introductory meeting with the Authority to clarify the required project
- Step 4** → Providing all documents and requirements "if requested by the Authority"
- Step 5** → Implementation of the customer journey testing operations by the Authority
- Step 6** → Receive the detailed evaluation report
- step 7** → Providing the required improvement plans to close the improvement opportunities mentioned in the report

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Fees</b>	Free of charge
<b>Audience</b>	Federal Government entities only
<b>About</b>	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.
<b>Channels</b>	Portal Mobile Application
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	Federal government entities may apply for this service once a year only.
<b>Required Documents</b>	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 Service
<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