

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 |

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