

# Customer Experience Test

## 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** → Login using the UAE Pass
- Step 2** → Submit the service application
- Step 3** → Hold an introductory meeting with the Authority to clarify the required project
- Step 4** → Attach all required documents
- Step 5** → The Authority implements the customer journey pilots
- Step 6** → Receive the detailed Evaluation/Assessment report
- Step 7** → Provide the required improvement plans to address the improvement opportunities contained in the report

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	7 working days
<b>Fees</b>	Free of charge
<b>Audience</b>	Government Sector - Federal Government Entities
<b>About</b>	This service aims to assist federal government entities in assessing the customer experience in the course of availing a service through the various Service Delivery Channels of the applicant entity
<b>Channels</b>	Smart App TDRA Website
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	Federal government entities are entitled to submit only one service evaluation request per year
<b>Required Documents</b>	URL of the service to be evaluated List of names, contact numbers and email addresses of test implementers "Dummy" trial account to enable TDRA to apply for the service

<b>Results Require Office Visit</b>	No
<b>Service package</b>	No service package
<b>Service Complexity Level</b>	Complex service
<b>Service Outcome</b>	Detailed assessment report on the tested service
<b>Service Connectivity With Other Services</b>	No linked services
<b>Service Limitation</b>	This service is for federal government entities only
<b>Service Remark</b>	No service remarks