

# 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

|                    |                                                                                                                                                                                                        |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category           | Variation                                                                                                                                                                                              |
| Type               | Transactional                                                                                                                                                                                          |
| Expected Time      | 7 working days                                                                                                                                                                                         |
| Fees               | Free of charge                                                                                                                                                                                         |
| Audience           | Government Sector - Federal Government Entities                                                                                                                                                        |
| About              | 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 |
| Channels           | Smart App<br>TDRA Website                                                                                                                                                                              |
| Payment Channels   | Not Available                                                                                                                                                                                          |
| Terms & conditions | Federal government entities are entitled to submit only one service evaluation request per year                                                                                                        |
| Required Documents | URL of the service to be evaluated<br>List of names, contact numbers and email addresses of test implementers<br>"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                                   |