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 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 List of names, contact numbers and email addresses of test implementers "Dummy" trial account to enable TDRA to apply for the service

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