

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

Category	Variation
Type	Transactional
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