



# NBIT User Feedback





## User Feedback Pilot Branches and Demos

### 4 Types of Feedback

Main categories



**No Action  
Required**



**Action Required**  
(Potential improvement  
opportunity)



**Answer Required**  
(Specific questions)



**Clarification Required**  
(On feedback received)

To date, we have recorded **520** items of feedback (including instances where more than one user has made the same observation) from our user groups:

- **Postmaster Events**
- **Mobile Van Demos**
- **Postmaster Working Group (Training & Information sessions)**
- **NFSP Conference**
- **Pilot Branches**

### Detailed Feedback

8 relevant programme areas

**67%** Back office & reporting

**47%** Devices

**43%** Log in/out

**34%** Product Journeys

**27%** Roll out plan

**30%** Settlement screens

**11%** Technical

**24%** UX Design & IA



## User feedback from the Pilot Branches and Demos

### What they are saying & our next steps

#### Feedback from Pilot Branches:

-  The improvements we have made to label printing
-  The ability to reprint a receipt
-  Ease of use of mails despatch
-  Users like the equipment
-  Overall look and feel and ease of use
-  Very simple and feel; ease of use improved
-  Access to reports/transaction logs/branch information

For identified improvement opportunities:

- We will be working with **UX and Product Teams** to take account of this in our final designs
- Feedback to users on how we have improved



Many of these items have been picked up already through our existing working processes!