Use Case ID	Title	Description	Problem and Opportunity Definition	Purpose	Domains	Accountable Use Case Owner	Accountable Use Case Owner Email	Technical Category	DTA Lifecycle Stage	DTA Technical Standard	DTA Scope Criteria	Accepted Inherent Risk Rating	Residual Risk Rating	Last Review Date	Next Review Date
UC 2026 031	Export Service User Feedback analytics powered by Qualtrics	This AI tool uses Qualtrics' AI enabled analytics to collect and analyse Export Service user feedback at scale. It automatically summarises, categorises, and surfaces trends from structured and free text feedback, helping staff identify recurring issues and emerging insights faster than manual analysis. The tool supports human led service improvement in a controlled, low risk pilot without making decisions or handling identifiable user data.	The Export Service currently lacks a scalable, in context mechanism to capture and analyse structured user feedback that can be safely correlated with service outcomes. Existing telemetry can show what users do, but it does not explain why users struggle, abandon, or succeed in complex regulatory workflows[JS7.1], and it provides limited insight into user intent, friction points, and experience outcomes. As a result, service improvement can be delayed or based on incomplete evidence. A controlled pilot [JS8.1]will introduce Qualtrics to collect user feedback and evaluate whether Qualtrics' AI enabled analytics features can help staff analyse free text feedback at scale (for example through summarisation and categorisation) to support faster, more consistent, evidence based service improvement, while maintaining privacy, security boundaries, and reversibility. Addition/Answer: When using surveys to gather user feedback, we are using an AI powered adaptive follow up / conversational feedback feature, where a user (when appropriate), receives a tailored follow up question to help improve the quality and detail of the received feedback during data gathering. Qualtrics has in built experience analytics features. We are using the funnels (seeing when a user drops off in a linear pre-defined step-by-step workflow and measuring how long that funnel takes a user to complete), and will see 'experience signals', such as rage click / error clicks / mouse thrashes in user sessions. AI is not being used to collect and analyse these metrics. Addition/Answer: "A controlled pilot" - Only available to external (not staff) users on the Export Service. It's run for a set amount of time, and results are being monitored.	Qualtrics provides several AI enabled analytics subsystems that may be evaluated as part of the pilot. These AI subsystems assist with aggregating, categorising, and summarising feedback at scale. This pilot is intended to evaluate whether these capabilities can improve insight quality and timeliness, while remaining appropriate for low risk, human led service improvement. The pilot allows the department to assess usefulness, accuracy, and limitations before any broader adoption or reliance on AI assisted analytics.	Service delivery	Martin, Caroline	Caroline.Martin@aff.gov.au	Predictive AI	Operate	Not applied	Public Interaction	Low	Low	5/06/2026	5/10/2026