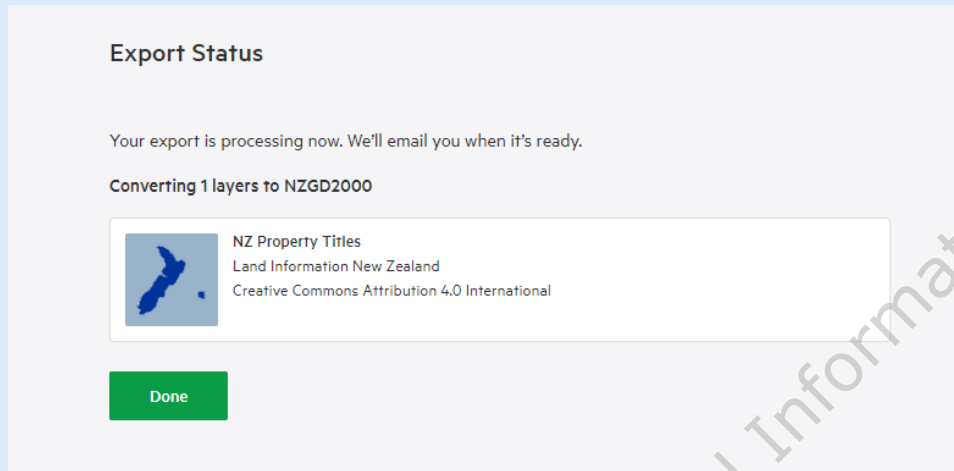# Export status feedback

1. Project

What is your idea? What outcomes are you trying to achieve? What will the impact be on customers?

Ideas can include new data sets, functionality enhancements, customer research, business process development etc.

Improve the message and appearance of the Export Status bar to provide customers more meaningful information regarding the process underway and to reduce the cases where a customer makes multiple identical downloads. In short, a similar experience to that provided in Koordincates.com would be awesome

Export Status

Your export is processing now. We'll email you when it's ready.

Converting 1 layers to NZGD2000

NZ Property Titles
Land Information New Zealand
Creative Commons Attribution 4.0 International

Done

2. Problem

What problem are you trying to solve? What are the challenges, triggers, root causes? What evidence do you have to support this issue or demand?

One of the most common pain-points for customers who are trying to 'take data' are perceived 'download issues' where the download bar is not progressing. The assumption customers make with the download bar is that it is a literal, real-time representation of the progress of their 'download'.

If the bar does not progress, customers often assume it has failed and will create the download again - further adding to the processing queue.

Ideally, this step would provide more meaningful feedback (ie. your download is processing/in a queue) and a next step, to avoid these multiple identical requests, that add further unnnecessary load.

3. Contribution

How will this project help us achieve LINZ's strategic objectives? Which goal does it relate to and how?

This project directly contributes to LINZ's outcome of "high-value geographic and property information", by enabling LDS customers to more easily find and access the key datasets they need

4. Benefits

Which customer group will benefit from this project and what difference it make for them? What is the likely scope and scale of the user benefit and business benefit:

- expected user gains
- $ business benefits
- technical benefits

This development would provide customers with more meaningful information about the action underway and thus more realistic expectations regarding the availability of their download and a next step.

This will also reduce unnecessary use of processing resources, and may also encourage return custom following a more favorable duser process.

In term, this will reduce customer complaints to the LDS team.