**CLQB User Drop-Off – BOP**

**Description:** This chart visualizes the distribution of user drop-offs across pages in the Business Owners Policy (BOP) workflow for CLQB Site. The counts on the x-axis represent the number of users who exited the workflow on each corresponding page in the user journey.

For instance,

* Building Details page experienced the highest drop-off count at 12 indicating a significant user drop-off point. This may suggest issues such as page complexity, unclear instructions, or lack of relevance.
* Other notable drop-off points include:
  + Locations (11 drop-offs)
  + Policy Details (7 drop-offs)
  + Default and Product Eligibility (6 drop-offs)

The graph can be used for further analysis to assess user pain points.

* Pages such as Location Coverages (1) and Blankets (1) saw minimal drop-off, indicating smoother transitions or more intuitive content.

Understanding where users drop-off allows teams to identify and address workflow bottlenecks, improve overall usability, and enhance user completion rates within the BOP process for CLQB Site.

**Graph Screenshot:**

