**CLQB User Drop-Off – CA**

**Description:** This chart visualizes the distribution of user drop-offs across pages in the Commercial Auto (CA) 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 the Last 24 hours (Default).

For instance,

* Vehicles 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:
  + Review (8 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 Payment (4) 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 CA process for CLQB Site.

**Graph Screenshot:**

