



# 000-474<sup>Q&As</sup>

IBM Tealeaf Customer Experience Management V8.7, Business Analysis

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**QUESTION 1**

Which icon is used to initiate session replay directly through the portal?

A.



B.



C.



D.



E.



F.



A. Option A

B. Option B



- C. Option C
- D. Option D
- E. Option E
- F. Option E

Correct Answer: B

### QUESTION 2

An event modeler is tasked with tracking customers who did not complete their purchase because they received a 404 error. The modeler already configured two events on the system. Event 1 tracks sessions where a 404 error was encountered. Event 2 tracks customers that have completed a purchase. Which condition should the modeler use to build a new event that tracks customers who received a 404 error and did not complete their purchase?

- A. The occurrence of Event 1 and the occurrence of Event 2
- B. The occurrence of Event 1 and the non-occurrence of Event 2
- C. The occurrence of Event 2 and the non-occurrence of Event 1
- D. The non-occurrence of Event 1 and the non-occurrence of Event 2

Correct Answer: B

### QUESTION 3

Given the following KPI scorecard:

KPI	Goal	Focus 09/12/2013		Compare 09/11/2013		Change
		Grade	Rating	Grade	Rating	
<u>Usability Issues</u>	5.00%	F	38.48%	F	38.48%	↑ 0.00
<u>System Issues</u>	2.50%	F	11.87%	F	12.69%	↓ -0.82
<u>Application Issues</u>	1.50%	A	0.00%	A	0.00%	0.00
<u>Business Issues</u>	5.00%	F	82.59%	F	80.85%	↑ 1.74

Which KPI configuration can be determined by viewing this KPI scorecard?

- A. Base Activity
- B. Grade Assignments
- C. Summary Calculation
- D. Comparison to Previous



Correct Answer: D

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#### QUESTION 4

How can fields that have been encrypted using privacy rules in the Passive Capture Application or Windows pipelines be decrypted?

- A. In the portal
- B. During replay
- C. With pipeline agent
- D. They cannot be decrypted

Correct Answer: B

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#### QUESTION 5

Which two allow users to replay sessions?

- A. Tealeaf Movie
- B. Webkit Engine
- C. RealiTea Viewer
- D. Cross Browser Inspector
- E. Browser-Based Replay (BBR)

Correct Answer: CE

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