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IBM Tealeaf Customer Experience Management V8.7,Business Analysis

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QUESTION 1

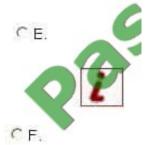Which icon is used to initiate session replay directly through the portal?

○ 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	
Usability Issues	5.00%	F	38.48%	F	38.48%	↑ 0.00
System Issues	2.50%	F	11.87%	F	12.69%	↓ -0.82
Application Issues	1.50%	A	0.00%	A	0.00%	0.00
Business Issues	5.00%	F	82.59%	F	80.85%	↑ 1

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

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

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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