



IBM Tealeaf Customer Experience Management V8.7, Business Analysis

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QUESTION 1

A user has been asked to configure an alert to fire if the number of "Purchase Confirmed" events falls below 10 in any 30 minute period. Refer to the following alert configuration:

oup: Sective	lect.			n.	
Configuration	Notification	Blackout		2	
Alert Type:	Count 💌	I	.0'		
Event	x Purchase (Confirmed			
Threshold:	10	1.6			
Direction:	Positive 💌				
Interval:	30	minutes			
Reset	30	minutes			
Enable Warning	s N				
Threshold:	10				
Reset	30	minutes			

Which setting needs to be changed to meet these requirements?

- A. Change the value of Reset
- B. Change the value of Interval
- C. Change the value of Direction
- D. Change the value of Threshold

Correct Answer: C

QUESTION 2

Which two report components are part of the Technical Site Metrics dashboard?

A. Session Count



- B. Conversion Rate
- C. Page Generation
- D. Customer Experience KPI
- E. Checkout Process Scorecard

Correct Answer: AC

QUESTION 3

An event modeler is tasked with creating a report that shows the percent of sessions with failed searches. The event modeler creates a new event to record failed searches. What should be chosen to track this event?

- A. Every Hit
- B. First per Session
- C. Every Occurrence
- D. First Hit of Session

Correct Answer: B

QUESTION 4

A developer is tasked with creating canister alerts that warn of unindexed session counts growing to over 500. Which alert function should be selected in the alert creation dialog?

- A. System
- B. Positive
- C. Negative
- D. Canister Default

QUESTION 5

An analyst for an online bank is interested in identifying when customer failure rates for scheduling a bill payment may be due to a problem specific to a browser version. The analyst wants to be able to trend bill payment failure rates by browser version over time. Browser versions are constantly changing, so the analyst wants to use a dimension to track the browser version automatically for every session where the customer was not able to successfully complete a bill payment schedule. Which dimension configuration should the analyst use to track the browser version for this scenario?

A. Set the Values to Record field to "Whitelist Only".

Correct Answer: B



B. Set the Values to Record field to "Whitelist + Observed Values".

C. Set the Values to Record field to "Whitelist Only", then click the Edit Whitelist button and add values.

D. Set the Values to Record field to "Whitelist Only", click the Edit Whitelist button and add values, then click the Edit Blacklist button and addvalues.

E. Set the Values to Record field to "Whitelist + Observed Values", click the Edit Blacklist button and add values.

Correct Answer: B

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