



IBM Tealeaf Customer Experience Management V8.7, Business Analysis

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#### **QUESTION 1**

The marketing department asks the business analyst to track the number of customers who continue through the checkout flow three pages sequentially. The analyst already has an event configured to fire for each of three respective pages. Which of the following would the analyst use?

A. A sequence event with the condition set as events A and C firing in order.

B. A sequence event with the condition set as events A, B and C firing in order.

C. A distance event with evaluator set as "Distance between events is between the following number of seconds".

D. A sequence event with the evaluator set as "Distance between events is between the following number of seconds".

Correct Answer: B

#### **QUESTION 2**

An event modeler is tasked with validating an existing hit attribute to find the exact promotion code text ?2zZz99eE? The business team has reported that the report they had configured is not showing the usage of this promotion code but they can see from other systems that users are entering the promotion code onto the website and completing purchases.

The hit attribute is configured as follows:



Name	Promocode HA 22zZz99eE
Description:	This is a hit attribute to track the usage of 22zZz99eE
Active:	
Group:	Promo_gro.jp
Search in:	Response -
	O Use Start Tag/End Tag
	Use Text Pattern
	O Use Step Pattern
Text Pattern	22272996E
Case Sensitive	6
All Matches:	
Encoding:	UTF-8 🗸
Post-Match O	perations

Which setting should be changed?

- A. Active
- B. Encoding
- C. Search In
- D. Text Pattern
- Correct Answer: C

## **QUESTION 3**

A travel company has created a business process scorecard for its Rewards points redemption process, which has five steps.

The scorecard works properly, but the program director wants the scorecard to only show results from the United States, as the program had not yet been launched in other countries. The analyst edited the scorecard to use the "Geography" report group and the "Registration: Country-USA" dimension, as follows:





However, upon saving the edited process scorecard, three of the steps are now missing. What must the analyst modify?

- A. Change the Permissions for the scorecard.
- B. Adjust the Grades to accommodate the report group.
- C. Create a new scorecard; do not edit an operational scorecard.
- D. Add the Geography report group to the events missing from the scorecard.

#### Correct Answer: D

## **QUESTION 4**

Which statement about ReqSet rules is true?

- A. A ReqSet rule can be used to insert arbitrary text into a field in the request.
- B. ReqSet rule cannot be used to copy an item from the response to the request.
- C. Unlike a Block rule, a ReqSet rule does not support the use of regular expressions.

D. Although items from any section of the request can be copied, only a ReqSet rule can be used to copy to the [appdata] section.

Correct Answer: A

#### **QUESTION 5**

A retail business wants to see a single report that shows how much revenue is coming from each of its ten affiliates. How would they construct the event for this report?

A. A first hit event that records revenue broken out by an affiliate dimension.

- B. An end of session event that records revenue broken out by an affiliate dimension.
- C. A first hit event that records the affiliate name broken out by a revenue dimension.



D. An end of session event that records the affiliate name broken out by a revenue dimension.

Correct Answer: B

#### **QUESTION 6**

Which column in a session list template may require additional configuration?

A. Hits

- B. Login ID
- C. Duration
- D. Session Time

Correct Answer: B

#### **QUESTION 7**

Top Mover Report Alerts can be created to monitor deviations for which two of the following?

- A. Ratios
- B. Events
- C. Searches
- D. Response times
- E. Dashboard components

Correct Answer: AB

#### **QUESTION 8**

If a dimension is applied to a ratio report, what is that dimension applied to?

- A. Numerator
- B. Denominator
- C. Report Group
- D. Numerator and Denominator

Correct Answer: D

#### **QUESTION 9**



A travel company has created a business process scorecard for its Rewards points redemption process, which has five steps.

The scorecard works properly, but the program director wants the scorecard to only show results from the United States, as the program had not yet been launched in other countries. The analyst edited the scorecard to use the "Geography" report group and the "Registration: Country-USA" dimension, as follows:

General	Eventa	Grades	Cermissions
Active		,0	
Tite:	R	ewards Red	emption
Repor	t Group: G	eography	
Dimer	sion: R	egistration:	Country -USA
Autom	atically Cal	culate Abar	donment

However, upon saving the edited process scorecard, three of the steps are now missing. What must the analyst modify?

A. Change the Permissions for the scorecard.

- B. Adjust the Grades to accommodate the report group.
- C. Create a new scorecard; do not edit an operational scorecard.
- D. Add the Geography report group to the events missing from the scorecard.

```
Correct Answer: D
```

## **QUESTION 10**

An event modeler is tasked with creating an event that records the Referrer of each session to identify where visitors to the site are coming from. When should this event be evaluated?

- A. Every Step
- B. End of Session
- C. After Every Step
- D. First Hit of Session

Correct Answer: D

## **QUESTION 11**

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



# CA.



## CB.



## CC.



## CD.





- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E



F. Option E

Correct Answer: B

#### **QUESTION 12**

A bank wants to learn more about potential customers applying for a mortgage online. In particular, they want to understand regional success rates on mortgage applications.

They have created events to capture the following information from the application process:

Applicant postal code

-

Applicant IP address

Loan amount

\_

Loan type

-

\_

Application abandoned

Which event configurations would create a report to help them understand mortgage applicants from different regions?

Α.

IP address event with dimensions on postal code, loan type, loan amount

Β.

Postal code event with dimensions on IP address, loan type, loan amount

C.

Application abandoned event with dimensions on postal code, loan amount

D.

Loan amount event with dimensions on postal code, application abandoned

Correct Answer: D

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