



IBM Tealeaf Customer Experience Management V8.7, Business Analysis

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QUESTION 1

An analyst in a retail organization is asked to provide a weekly report indicating the average number of payment errors per session. To accomplish this, the analyst created an event counting the number of payment errors per session. The event will be used as the value for the event used in the report. The two events are Events A and B:

Event A counts the number of payments errors per session.

Event B will be created by the analyst to be used in a report. When should Event B fire?

Α.

Every Hit

Β.

After Every Hit

C.

End of Session

D.

After Every Step

Correct Answer: C

QUESTION 2

Following customer reports of an error on the web site, a hit attribute is created to look for the error text "Error 500 - try again later" in the response on every page. Management has requested a report on the number of sessions affected by the error. This requires creating an event with the above hit attribute as the condition and a value type of "Count Only". Which tracking option should be selected for this event?

- A. Final Value
- B. Cumulative Value
- C. First Per Session
- D. Every Occurrence

Correct Answer: C

QUESTION 3



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 4

Why would a business analyst drag and drop column headers in a session list?

- A. To display a session summary
- B. To add a new data column to the column header
- C. To display the sessions that meet the filter criteria
- D. To group sessions according to the values in the column

Correct Answer: D

QUESTION 5

Why would a sub-search be used in Browser-Based Replay (BBR)?

- A. To highlight form fields
- B. To trend sessions over time
- C. To find text within a session
- D. To compare sessions across canisters

Correct Answer: C

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