



IBM Tealeaf Customer Experience Management V8.7, Business Analysis

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#### **QUESTION 1**

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 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**

A business analyst has been assigned to evaluate the behavior of customers making multiple attempts in a new registration process. Which event should be created?

A. An event that tracks abandonment from the first step.

- B. An event that tracks failure at the registration submission.
- C. An event that captures the distance between the start and completion in hits.

D. An event that fires when the required steps are present but not in the correct sequence.

Correct Answer: C



## **QUESTION 4**

Which is an IBM Tealeaf session file f	ormat?
Atlf	
Btlp	
Ctlr	
Dtla	
Correct Answer: D	

## **QUESTION 5**

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

В.

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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