



000-474^{Q&As}

IBM Tealeaf Customer Experience Management V8.7, Business Analysis

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**QUESTION 1**

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

Correct Answer: B

QUESTION 2

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?

- A.



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

B.

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

QUESTION 3

Which option is available in IBM Tealeaf Report Builder?

A. Submit for Analysis

B. Add Report to Scorecard

C. Add Report to Dashboard

D. Save Report as Template

Correct Answer: C

QUESTION 4

Which option is available for an existing dashboard component in the configuration window?

A. Edit component

B. View component

C. Copy component

D. Close component

Correct Answer: A

QUESTION 5

An event modeler has created a new event that fires at the end of a session. Which would NOT receive a value?

A. A hit attribute

B. A session attribute



C. A distance event

D. A sequence event

Correct Answer: A

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