C2080-474^{Q&As}

IBM Tealeaf Customer Experience Management V8.7 Business Analysis

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QUESTION 1

An online banking customer is capturing mobile session traffic in IBM Tealeaf. An analyst for the online bank is interested in which operating systems and mobile devices (brand and model) visitors use the most when they attempt to schedule a bill payment.

The analyst also wants to know whether the customer is successful in scheduling the bill payment on the device and operating system. The analyst creates a report group named Bill Pay Properties. How should the analyst create the report group?

A. Add the following events to the same report group:

-

Device Brand

-

Device Model

-Operating System

-Bill Pay Success Flag

B. Add the following dimensions to the same report group:

-

Device Brand

-

Device Model

-Operating System

-Bill Pay Success Flag

C. Add the following events to the same report group:

-

Device Brand

-

Device Model

-Operating System

-Bill Pay Success Flag

-Traffic Type

D. Add the following dimensions to the same report group:

-

Device Brand

-

Device Model

-Operating System

-Bill Pay Success Flag

-Traffic Type

Correct Answer: B

QUESTION 2

Which statement about dashboards is true?

A. Dashboards do not refresh automatically.

B. Components cannot be shared across dashboards.

C. Inactive dashboards appear in the dashboard menu.

D. The underlying reports are viewable from an icon at the top of the dashboard component.

Correct Answer: D

QUESTION 3

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 4

A developer needs to create an alert based on dimensional data. The alert should only monitor statistically significant changes appearing in that data set. Which type of alert should be used?

A. Event Alert

B. Canister Alert

C. Portal Status Alert

D. Top Mover Report Alert

Correct Answer: D

QUESTION 5

Which privacy location stops sensitive data from entering the IBM Tealeaf system?

A. PCA

B. UI Capture

C. On Demand

D. Windows Pipeline

Correct Answer: B

Topic 2, Volume B

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