

Advanced Events Training

Once Tealeaf users are comfortable with basic events, their mechanics, and the value of the reported data, this course teaches them how to create more powerful events. Customized categories, match types, child events, session attributes, and value events allow greater flexibility in reporting exactly the data that is of value to your organization. They also enable customization of captured and displayed data in search and replay.

Course Description

Basic Events focuses on events that match simple patterns and have a binary (yes/no) result. In this further exploration of event functionality, participants learn how to extract data from events, evaluate it based on various criteria, and use it in reports or in the Portal. Each module presents a different type of event, appropriate use cases, scenario-based practice exercises, a discussion of how these events can be applied in other situations, and a review of how to utilize the resulting data for reporting or Portal customization.

Target Audience

This course is **recommended** for Tealeaf Event Modelers and/or Tealeaf System Administrators who are responsible for creating and maintaining business and/or technical events.

Pre-requisite

Successful completion of Basic Events Training (or equivalent experience) plus at least one month of Tealeaf event creation experience.

Objectives

This one-day course provides Tealeaf users:

- A deeper understanding of the event functionality and Tealeaf data structure.
- The ability to build child events, session attributes, value events and events using alternate match types and customized categories.
- The ability to employ the resulting data in event charts and customized search and session list templates.
- Best practices for applying these tips and knowledge to their own, live environments.

Topics

The following topics are covered in this course:

- Match Types and Customized Categories
- Child Events
- Session Attributes and User Defined Fields
- Value List and Value Group Events
- Export/Import Events and Archive Searching

Course Materials

Events Training Materials (to be provided upon arrival to training course).