

Tealeaf Fundamentals

In order to successfully implement Tealeaf, all stakeholders must have a good understanding of Tealeaf's core use cases, functionalities, and its potential for their business. This will enable them to identify their immediate and long term goals for Tealeaf usage, and assign the appropriate resources to the adoption effort.

Course Description

This three-hour overview begins with a demonstration of the most common use cases of Tealeaf: metrics awareness and issue discovery. Then participants practice using Report Builder, which makes ad-hoc reports easy to create, and the Search and Replay tools which enable visibility into the online customer experience. Finally, a description of the Tealeaf Maturity Model reviews the uses and resources companies typically adopt as they gain familiarity with Tealeaf and learn to derive more value from it.

Target Audience

Everyone who will manage Tealeaf deployment, support it, use it, or is simply interested in it, should attend this introductory course.

Pre-requisite

None

Objectives

By the end of this session participants will have a good idea of the two means by which Tealeaf will benefit their company: providing real-time awareness of key metrics, and enabling the discovery of customer experience issues. These goals will be accomplished by:

- Sharing the common uses for Tealeaf and their benefits.
- Searching for and replaying sessions to discover and analyze customer experience issues.
- Building reports to monitor issues and key metrics.

Course Materials

Tealeaf Fundamentals training materials will be provided to participants upon arrival.