

cxImpact Basic User Training

This introductory training course focuses on the tools within Tealeaf cxImpact for proactively managing your e-business and ensuring the highest quality customer experience. With immediate visibility into your online customers and the hidden problems impacting your business, you can detect, quantify, and quickly resolve issues that your online customers encounter.

Course Description

The training provided in this course is tailored to introduce new users to Tealeaf on key features including the ability to visually replay customer sessions, searching to quickly find and isolate problems, and reporting based on real-time events to provide immediate awareness and insight. Real-world use cases are incorporated throughout the training to provide attendees hands-on experience.

Target Audience

This course is specifically designed for beginning to intermediate Tealeaf users who will use cxImpact to search for sessions, perform analysis and track events.

Pre-requisite

Tealeaf Basics Self-Study Guide available in Tealeaf Online Help.

Objectives

This 1-day course provides new Tealeaf users:

- A basic understanding of the Tealeaf Customer Experience Management (CEM) solution.
- In-depth knowledge of the cxImpact tool and how it can be used for CEM.
- A basic understanding of Tealeaf events and how they are used for searching and report creation.
- Ability to access and analyze pre-built standard reports.
- Ability to perform searches to retrieve customer sessions.
- Ability to playback customer sessions using both the Browser-Based Replay (BBR) and the RealTea Viewer (RTV).

Topics

The following topics are covered in this course:

- Introduction to Tealeaf CEM
- Tealeaf Portal Basics
- Tealeaf Reports
- Search and Replay
- Introduction to RTV
- Introduction to Events, Alert Monitors and Dashboards

Course Materials

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