

# best practices:

## Tealeaf Assessment

Our new Best Practices offerings have been designed to help your organization optimize the full potential of your Tealeaf investment. With hundreds of successful implementations under our belt, we've amassed an arsenal of best practices. And our industry-leading Best Practices team has created a maturity model to help impart this know-how in a manageable way—one that reduces your learning curve and gets you to value as quickly as possible.



>> Figure 1: Tealeaf Best Practices and Our Recommended Maturity Model

Not just for new customers, the Tealeaf Assessment can be utilized at any time to benchmark your current Tealeaf solution and usage model. During this multi-day, on-site engagement, your Best Practices consultant will evaluate your business goals and customer experience management opportunities; conduct a thorough analysis of your Tealeaf system; and work jointly with your team to customize a roadmap that will align our Best Practices offerings specifically to the unique needs of your organization.

During the Tealeaf Assessment we'll work with you to:

- > **Conduct an in-depth technical health check** to ensure that your Tealeaf system is working correctly—accurately capturing and replaying sessions—without performance shortcomings.
- > **Validate how various departments have been using our solutions** and identify future use case goals and rollout plans.
- > **Confirm your organization's customer experience management goals and opportunities.**
- > **Assess product knowledge** across your Tealeaf user community.
- > **Create a detailed roadmap** that leverages Tealeaf's Best Practices offerings and other techniques to address your goals and get you to business value as quickly as possible.

Once the roadmap has been developed, we'll work with you to roll it out step by step. Whether through customized engagements with members of our Professional Services team, or with one of our standard Best Practices offerings, each step will deliver on agreed upon success criteria and help you progress along the Tealeaf maturity lifecycle.

A personalized approach to helping you get the maximum results from your customer experience management investment, the Tealeaf Assessment will help to drive adoption and success of Tealeaf throughout your organization.

### OBJECTIVES

- > Identify knowledge gaps, technical issues, and opportunities for the ongoing use of Tealeaf.

### BENEFITS

- > Achieve rapid ROI from your Tealeaf investment.
- > Develop a roadmap for increasing the usage and value of Tealeaf.
- > Continue to engage stakeholders throughout the organization.

Required Tealeaf Products	Any
Customer Participants	Executive Sponsor of Tealeaf Departmental Stakeholders Tealeaf Project Manager Tealeaf Event Modeler(s) Tealeaf Users Site Optimization Analyst
Duration	5 days
Recommended Timing	1 to 3 months following your initial implementation. Ongoing, as required.

- > **To learn more about Tealeaf's Best Practices offerings, please contact your Tealeaf Account Executive.**