

## IBM Tealeaf 8.7 Advanced Reports and Dashboards Information

**Length:** 1.0 Day  
**Ref:** 9F03G  
**Delivery method:** Classroom  
**Price:** EUR

### Overview

This course focuses on the tools within IBM Tealeaf cxView that enable you to proactively manage your online channel and understand why customers complete or abandon online processes. By providing real-time awareness to key business performance indicators, automatic visibility when metrics are trending above or below historical averages, and the ability to drill down from these metrics to understand the cause of business process abandonment, cxView exposes the cost of customer experience obstacles to your business.

### Public

This intermediate course is specifically designed for business analysts who will use cxView to build Scorecards, Dashboards and Top Mover charts. All Tealeaf administrators and event modelers who will be supporting these efforts should also attend.

### Prerequisites

You should complete:

- IBM 8.7 Tealeaf Fundamentals
- IBM 8.7 Tealeaf Events and Reports

### Objective

- Create Business Process Scorecards, Key Performance Indicators (KPI) Scorecards, Top Movers charts, and Dashboards.
- Re-evaluate and modify existing Scorecards and Dashboards over time.
- Use best practices for creating and publishing Scorecards and Dashboards.
- Use community-based Report Templates.

### Topics

- Designate metrics as Top Movers and create Top Mover charts
- Create Scorecards and Dashboards

- Re-evaluate and modify existing Scorecards and Dashboards
- Implement Best Practices you should employ when creating Top Movers, Scorecards and Dashboards
- Export and Import Report Templates

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