Acoustic Experience Analytics V10.0 is simpler, faster, and more flexible with modernization and enhancements

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Overview

Acoustic Experience Analytics V10.0 offers new capabilities, features, and enhancements in the following categories:

Usability

- Modernized user interface workflows
- DOM capture
- Replay fidelity improvements
- Collection and processing enhancements
- Browser-based replay enhancements, including the incorporation of RealiTea viewers capabilities

Simplicity

- Video-like replay for cxMobile
- Incorporation of latest mobile frameworks

Extensibility

- Integration with Acoustic Exchange to enable transmission of event data to other systems

Key requirements

Experience Analytics CX is a prerequisite for all of the Experience Analytics (Tealeaf) products/modules:

- Experience Analytics cxImpact
- Experience Analytics cxView
- Experience Analytics cxOverstat
- Experience Analytics cxReveal
- Experience Analytics cxVerify
- Experience Analytics cxConnect for Data Analytics
- Experience Analytics cxConnect for Web Analytics
- Experience Analytics cxConnect for Voice of Customer

- Experience Analytics cxMobile

In addition, the Experience Analytics cxView and Experience Analytics cxOverstat products also require Experience Analytics cxImpact.

For information about other technical requirements, see the Technical information section.

Planned availability date

June 21, 2019

See the Availability of national languages section for national language availability.

Description

In Version 10, Acoustic Experience Analytics (Tealeaf) CX delivers the following new benefits, features, and enhancements:

Usability and simplification

- The most noticeable across-the-board enhancement users should look for is a new, modernized UI streamlined for better usability and built for more functionality. For example, several improvements to the browser-based replay for quick and flexible replay analysis.
  - **Benefit:** Shorten Experience Analytics learning curve with more intuitive UI, while saving time and getting more done faster with increased efficiency.
- Browser-based replay enables you to fulfill your replay needs more often from the browser and rely less on the RealiTea Viewer, so you can enjoy the ease of access and relative convenience compared to the thick client option.
  - **Benefit:** Save time accessing replay and access more flexibly.
- The DOM SDK is continually enhanced by Acoustic in the cloud and will make it easier for our on-premises users to explore Experience Analytics (Tealeaf) (SaaS version) in addition to Experience Analytics (Tealeaf) on premises for a hybrid model. By expanding DOM Capture for on-premises users, you would be able to fulfill many of the uses currently only served by PCA.
  - **Benefit:** More flexibility to realize cloud advantages.
- As many of our customers expect greater flexibility in sharing parts of their Experience Analytics (Tealeaf) programs between on-premises and cloud environments, making the transition between different deployment options is part of the mission of version 10. This also includes the ability to migrate events between cloud and on-premises systems so that they don't have to be recreated.

  - **Benefit:** More flexibility to work in the cloud.
- Support for Xamarin iOS and Android for mobile, publishing the new mobile library for remote configuration, and layout-free mobile replay.
  - **Benefit:** Better, broader-ranging mobile insight.

More value and ROI

- For the myriad of marketing and customer experience-related use cases, integration with Acoustic Exchange will be enhanced to enable you to transmit event data to other systems. For example, marketing analytics for enriching customer profiles with behavioral data or creating user segments based on behavior and transmit to other sources, such as marketing automation systems for behavior-based retargeting (re-engaging customers after

abandonment).

  – **Benefit:** Drive more revenue and marketing/CX ROI.

All the above enhancements are built on top of a market proven platform, that has been supporting companies around the world in delivering top Customer Experience to their clients and users for the past 20 years.

Availability of national languages

Availability date	Language
June 21, 2019	English, French, German, Italian, Russian, Spanish, Brazilian Portuguese, Japanese, Korean, Simplified Chinese, Traditional Chinese

Education support

Acoustic Academy provides education to support many Acoustic offerings. Descriptions of courses for IT professionals and managers can be found on the Acoustic Academy website.

Offering Information

Product information is available on the Acoustic website.

More information is also available on the Software Downloads website.

Publications

Acoustic Experience Analytics (Tealeaf) documentation can be accessed through the Acoustic help center, the home for Acoustic product documentation.

Services

Software Services

Acoustic Services has the breadth, depth, and reach to manage your product implementation and adoption needs. You can leverage the deep technical skills of the product-focused services team along with business consulting, project management, and infrastructure expertise for a full-service experience. Also, Acoustic extends the reach of Acoustic Services through a set of channel partners to provide an extensive portfolio of capabilities. Acoustic provides the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about Acoustic Services, contact your Customer Success representative or Sales Leader.

Technical information

Specified operating environment

Hardware requirements

Network hardware for Experience Analytics (Tealeaf) CX

Network switch SPAN ports: To non-intrusively forward application session data to Experience Analytics (Tealeaf) CX for capture and processing, network switch SPAN ports must be made available between the visitor web browser and the server hosting your web application.

Linux$^{(R)}$ server for Passive Capture Application

Recommended hardware:

- Intel^{TM} dual processor, quad-core Xeon processor, 2.8 GHz or faster, 8-core minimum
- 16 GB RAM, or higher
- Two network interface cards, 1 Gigabit per card
- 100 GB SAS or SCSI hard drive: 15-ms access time, 7200-rpm drive speed
- DVD drive optional
- Secondary drive for capturing and storing network traffic to archives: 200 GB - 800 GB

Minimum hardware:

- Intel dual processor, quad-core Xeon processor, 2.8 GHz or faster, 4-core minimum
- 8 GB RAM, or higher
- Two network interface cards, 1 Gigabit per card
- 100 GB SAS or SCSI hard drive: 15-ms access time, 7200-rpm drive speed
- DVD drive optional

Note: Experience Analytics (Tealeaf) CX supports hardware accelerator cards from the following vendors: Thales (nCipher), eSecurity, and Cavium.

Software requirements

Linux server for Passive Capture Application

Supported operating systems and versions:

- Red Hat Enterprise Linux 5

- Red Hat Enterprise Linux 6
- Red Hat Enterprise Linux 7
- SUSE Linux Enterprise Server 11

Notes:

- For supported operating system versions, service packs might be required.
- For cloud deployments to an Amazon Web Services (AWS) cloud, Experience Analytics (Tealeaf) CX requires RHEL 6.x or SUSE 11 on the AWS web tier.

Microsoft™ Windows™ versions for other Experience Analytics (Tealeaf) servers

For all Microsoft Windows-based servers hosting Experience Analytics (Tealeaf) CX software, 64-bit processors are required.

- Supported operating system software:
  - Microsoft Windows Server 2008 (64-bit)
  - Microsoft Windows Server 2012 (64-bit)
  - Microsoft Windows Server 2016 (64-bit)
- Internet Information Services (IIS) World Wide Web Server version 7, version 8, or version 10 (required for servers running Experience Analytics (Tealeaf) CX Portal only).
- .NET Framework v4.5.1 or later
- Supported database software:
  - Microsoft SQL Server 2017
  - Microsoft SQL Server 2016
  - Microsoft SQL Server 2014
  - Microsoft SQL Server 2012 (SP2 or later)
  - Microsoft SQL Server 2008 Standard or Enterprise (32-bit or 64-bit versions supported; R2 version recommended)

Experience Analytics (Tealeaf) RealiTea Viewer, a component of Experience Analytics (Tealeaf) CX, requires Microsoft Windows 7, 8, or 8.1.

Web browsers clients

- Microsoft Internet Explorer version 11, Microsoft Edge
- Mozilla Firefox 67
- Google Chrome version 74

Note: The Experience Analytics (Tealeaf) cxOverstat product requires web browser support for HTML5.

Support for virtualized server environments

Some Experience Analytics (Tealeaf) CX server components can be installed into virtualized environments. For more information, contact Experience Analytics (Tealeaf) CX professional services.

Limitations

For additional information, see the Usage restrictions section in the Terms and conditions section of this announcement, or to the license information document that is available on the Acoustic Contract website.

The Acoustic Support Community

The Acoustic Support Community is your gateway to technical support tools and resources that are designed to help you save time and simplify support. Support Community tools can help you find answers to questions, download fixes,

troubleshoot, automate data collection, submit and track problems, and build skills.

You can also access the Service requests and PMRs tool for more support.

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

This program, when downloaded from a website, contains the applicable Acoustic license agreement and License Information, if appropriate, which will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Direct client support

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Salesforce. Product upgrades and technical support are provided by the Software Subscription and Support offering as described in the Agreements.
Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to Acoustic support organizations, worldwide.

Acoustic includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

Security, auditability, and control

Acoustic Experience Analytics (Tealeaf) CX uses the security and auditability features of the host hardware or software.

The client is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

For ordering information, consult your Acoustic representative or authorized Acoustic Partner.

This product is only available through Salesforce. It is not available as shrinkwrap.

These products may only be sold directly by Acoustic or by authorized Acoustic Partners.

More information can be found on the Acoustic Partners website.

Available part numbers

Program name: Experience Analytics (Tealeaf)

Part number description	Part number
Acoustic Experience Analytics Resource Value Unit License + 12 Months S&S	D24RYLL
Acoustic Experience Analytics Resource Value Unit Reinstate 12 Months S&S	D24RZLL
Acoustic Experience Analytics Resource Value Unit Annual S&S	E0Q9KLL
Acoustic Experience Analytics Authorized User License + 12 Months S&S	D24R6LL
Acoustic Experience Analytics Authorized User Reinstate 12 Months S&S	D24R7LL
Acoustic Experience Analytics Authorized User Annual S&S	E0Q9BLL
Acoustic Experience Analytics Overstat Resource Value Unit License + 12 Months S&S	D24RPLL
Acoustic Experience Analytics Overstat Resource Value Unit Reinstate 12 Months S&S	D24RQLL
Acoustic Experience Analytics Overstat Resource Value Unit Annual S&S	E0Q9HLL
Acoustic Experience Analytics Reveal Authorized User License + 12 Months S&S	D24RSLL
Acoustic Experience Analytics Reveal Authorized User Reinstate 12 Months S&S	D24RTLL
Acoustic Experience Analytics Reveal Authorized User Annual S&S	E0Q9ILL
Acoustic Experience Analytics Reveal Resource Value Unit License + 12 Months S&S	D24RVLL
Acoustic Experience Analytics Reveal Resource Value Unit Reinstate 12 Months S&S	D24RWLL
Acoustic Experience Analytics Reveal Resource Value Unit Annual S&S	E0Q9JLL
Acoustic Experience Analytics View Resource Value Unit License + 12 Months S&S	D24S1LL

Acoustic Experience Analytics View Resource Value Unit Reinstate 12 Months S&S	D24S2LL
Acoustic Experience Analytics View Resource Value Unit Annual S&S	E0Q9LLL
Acoustic Experience Analytics Verify Resource Value Unit License + 12 Months S&S	D24S4LL
Acoustic Experience Analytics Verify Resource Value Unit Reinstate 12 Months S&S	D24S5LL
Acoustic Experience Analytics Verify Resource Value Unit Annual S&S	E0Q9MLL
Acoustic Experience Analytics Connect for Data Analysis Resource Value Unit License + 12 Months S&S	D24R9LL
Acoustic Experience Analytics Connect for Data Analysis Resource Value Unit Reinstate 12 Months S&S	D24RALL
Acoustic Experience Analytics Connect for Data Analysis Resource Value Unit Annual S&S	E0Q9CLL
Acoustic Experience Analytics Connect for Voice of Customer Resource Value Unit License + 12 Months S&S	D24RCLL
Acoustic Experience Analytics Connect for Voice of Customer Resource Value Unit Reinstate 12 Months S&S	D24RDLL
Acoustic Experience Analytics Connect for Voice of Customer Resource Value Unit Annual S&S	E0Q9DLL
Acoustic Experience Analytics Connect for Web Analytics Resource Value Unit License + 12 Months S&S	D24RFLL
Acoustic Experience Analytics Connect for Web Analytics Resource Value Unit Reinstate 12 Months S&S	D24RGLL
Acoustic Experience Analytics Connect for Web Analytics Resource Value Unit Annual S&S	E0Q9ELL

Acoustic Experience Analytics Impact Resource Value Unit License + 12 Months S&S	D24RILL
Acoustic Experience Analytics Impact Resource Value Unit Reinstate 12 Months S&S	D24RJLL
Acoustic Experience Analytics Impact Resource Value Unit Annual S&S	E0Q9FLL
Acoustic Experience Analytics Mobile Resource Value Unit License + 12 Months S&S	D24RLLL
Acoustic Experience Analytics Mobile Resource Value Unit Reinstate 12 Months S&S	D24RMLL
Acoustic Experience Analytics Mobile Resource Value Unit Annual S&S	E0Q9GLL

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Acoustic are contained in the applicable contract documents such as the Acoustic General Terms and Conditions, Supplement for On-Premises Licensed Products and Terms, and Supplement for Country-Specific Terms.

Licensing

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This software license includes Software Subscription and Support (also referred to as Software Maintenance).

Software Maintenance

License under the Acoustic Supplement for On-Premise Licensed Products Agreement provide for support with ongoing access to releases and versions of the program. Acoustic includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available. Two charges apply: a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

Limited warranty applies

Yes

Limited warranty

Acoustic warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. Acoustic does not warrant uninterrupted or error-free operation

of the program or that Acoustic will correct all program defects. You are responsible for the results obtained from the use of the program.

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Acoustic will maintain this information for at least one year after the original licensee acquires the program (warranty period).

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Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

This technical support allows you to obtain assistance (by telephone or electronic means) from Acoustic for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, through an announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from Acoustic, including an extension of support beyond the discontinuance date, contact your Acoustic representative or Acoustic Partner. This extension may be available for a fee.

Volume orders (IVO)

No

Usage restrictions

Yes

See Supplement for On-Premise Licensed Products document for details. These restrictions are current as of the date of announcement. Follow-on releases, if any, may have updated terms. See the On-Premise Product section of the Acoustic Contract Terms website for any new or revised restrictions.

Software Subscription and Support applies

Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Salesforce. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to Acoustic support organizations, worldwide.

Acoustic includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, Acoustic provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. Acoustic provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your Acoustic support center. (This assistance is not available to your users.) Acoustic provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the Acoustic Support Handbook. Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which Acoustic is not responsible under the applicable agreements.

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Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. Acoustic systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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Prices

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