**IBM Tealeaf Version Comparison by Product**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Replay Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| AJAX application support\* |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Browser-based replay |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Brower-based replay rules engine |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Mobile site replay\*\* |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Mobile app replay via request/response\*\* |  |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |
| **Event Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Event import/export | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Selective Event import/export |  | **X** | **X** |  |  | **X** | **X** | **X** | **X** | **X** | **X** |
| Compound events | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Event values (name-value pairing) |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Event attribute lookups from table |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Event based on the time between events |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Event based on the number of pages between events |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Event based on the sequence of compound events |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Session attributes (64 user defined attributes for sessions) |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Sub-Hit (Step-Based) Eventing |  |  |  |  |  |  | **X** | **X** | **X** | **X** | **X** |
| Redesigned, streamlined event engine |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Javascript Event Editor |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| RegEx in Basic Mode |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Hit Attribute Tester |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| In-session distance and sequence events |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Dimension Value Purging |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Automatic Dimension Trimming |  |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |
| Automatic Event Backup and Selective Restore |  |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |
| **Infrastructure Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Linux support for Passive Capture | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| UI Capture for client-side activity\* |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Support for Cloud Capture in AWS |  |  |  |  |  |  |  |  |  |  | **X** |
| Hybrid Application Activity |  |  |  |  |  |  |  |  |  |  |  |
| Health-based routing for server scalability |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Multi-core processor support |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Unified, central management portal |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Multi-threaded pipeline support |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| IPv6 Session Support |  |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |
| TLS 1.2 security protocol support |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Capture server dynamic load balancing |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Support for Microsoft Windows Server 2012 |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Support for Microsoft SQL Server 2012 |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Integration with IBM Worklight v6.0 |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Integration withIBM WebSphere Commerce v7 **FP6** |  |  |  |  |  |  |  |  |  | **X** | **X** |
| **Localization Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Capture and analyze sites utilizing non-English character sets |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Localize the Tealeaf User Interface for non-English speaking users |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Double Byte Character Set Support |  |  |  |  |  |  |  |  |  |  | **X** |
| User Interface is localizable |  |  |  |  |  |  |  |  |  |  |  |
| Capture and Process data in non-English double-bit character sets |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| **Usability Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Drag-and-drop grouping from session lists |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |  |
| Exportability: Download session lists to Excel and PDF |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |  |
| Browser Type/Version |  |  |  |  |  |  |  |  |  |  |  |

\*Available with CX Extended Edition;

\*\*Additionally requires Tealeaf CX Mobile to work. CX Mobile takes app data and render HTML version of the view to reflect the session replay.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Search Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Field Session search | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Full text search | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Configurable search templates | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Ability to save search result sets |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Search live and archived sessions together |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Enhanced search UI with dimensional search capabilities |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Support for IPv6 |  |  |  |  |  | **X** | **X** | **X** | **X** | **X** |  |
| **Alert Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Alert configuration and alert reporting | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Mobile alerts |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Proactive Alerting on Tealeaf components (PCA, Data Collector, Canister) |  |  |  |  |  |  |  |  |  |  | **X** |
| **Reporting and Analysis Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Event reporting and drill-down | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Performance metric reporting | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Page path/sequence analysis |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Chart trend-lines and comparisons: averages, max, min, etc. |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Cross-session attribute analysis (commonalities and anomalies) |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Session-based conversion and revenue impact analysis |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Mobile website replay\*\* |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| BOT reporting |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Drag-and-drop dimensional report builder |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| QuickView (page level events) |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| QuickView (client-side level events) |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| **RIA Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Enhanced server-side BBR engine |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Replay of web pages making AJAX calls and updates |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Replay of UI Capture enabled discrete events for JavaScript |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Reporting and Analysis Features** | | | **RealiTea** | | | **CX 6.x** | | | **CX 7.2** | | | **CX 8.2** | | | **CX 8.3** | | | **CX 8.4** | | | **CX 8.5** | | **CX 8.6** | | | **CX 8.7** | | | **CX 8.8** | | | **CX 9.0** |
| Business process scorecards | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| KPI scorecards | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| Executive dashboards | | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| Community-based template sharing | | |  | | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| Multiple process scorecards in one dashboard | | |  | | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| Top Movers & Drivers dashboard | | |  | | |  | | |  | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| Top Movers & Drivers alerts | | |  | | |  | | |  | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| Automatic Top Mover Configuration | | |  | | |  | | |  | | |  | | |  | | |  | | | **X** | | **X** | | | **X** | | | **X** | | | **X** |
| **Integration Features** | **CX 6.x** | | | **CX 7.2** | | | **CX 8.2** | | | **CX 8.3** | | | **CX 8.4** | | | **CX 8.5** | | | **CX 8.6** | | | **CX 8.7** | | | **CX 8.8** | | **CX 9.0** | | |
| Basic search | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| Basic replay  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| Shadow browse live session |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| Session history reports |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| Summary activity reports |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| Annotate sessions |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| Annotate sessions |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| CSR activity and dashboard reports |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| QuickView |  | | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **X** | | |
| **Integration Features** | | **CX 6.x** | | | **CX 7.2** | | | **CX 8.2** | | | **CX 8.3** | | | **CX 8.4** | | | **CX 8.5** | | | **CX 8.6** | | **CX 8.7** | | **CX 8.8** | | | | **CX 9.0** | | |
| Tamper-proof PDF file: Session replay and critical metadata | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **N/A** | | **X** | | | | **X** | | |
| Selective archiving  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **N/A** | | **X[[1]](#footnote-1)** | | | | **X** | | |
| Integration with cxReveal | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **N/A** | | **X** | | | | **X** | | |
| Integration with data management systems | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **N/A** | | **X** | | | | **X** | | |
| Windows-based utility for session extract | |  | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | | **X** | | **N/A** | | **X** | | | | **X** | | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Reporting and Analysis Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Mobile website basic replay |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** |  | **X**  **X** |
| Mobile website high-fidelity replay\* |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Mobile reporting |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Intelligent Logging Framework for iOS apps |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Intelligent Logging Framework for Android |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| QuickView |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Mobile app sampling and white list functionality |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Mobile app GZIP for compact logging |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Mobile app screen capture |  |  |  |  |  | **X** | **X** | **X** | **X** |  | **X** |
| Mobile app auto-instrumentation for easy configuration (for iOS only) |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Mobile app network intelligence for when to send data |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  | **X** |
| Mobile web gesture replay (iOS & Android) |  |  |  |  |  |  |  |  | **X** |  | **X** |
| Worklight 6.0 Integration |  |  |  |  |  |  |  |  |  | **X** | **X** |
| cxOverstat integration |  |  |  |  |  |  |  |  |  |  | **x** |
| Responsive web design replay |  |  |  |  |  |  |  |  |  |  | **x** |
| WURFL commercial license |  |  |  |  |  |  |  |  |  |  | **X** |
| Native replay 1.0 (android) |  |  |  |  |  |  |  |  |  |  | **X** |
| Native replay 1.0 (ios) |  |  |  |  |  |  |  |  |  |  | **x** |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Integration Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Data export to databases (flatfiles) | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Data export to Business Intelligence platforms  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Data integration to Log Analysis tools |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Data integration with Web Analytics solutions |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Data integration with Voice of Customer solutions |  |  | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| Mobile Data Support |  |  |  |  | **X** | **X** | **X** | **X** | **X** | **X** |  |
| VOC Bi-directional integration /w Reports |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Goal Based Dimensions to segment VOC feedback |  |  |  |  |  |  |  |  |  |  | **X** |
| VOC license supports replay of completed sessions |  |  |  |  |  |  |  |  |  |  | **X** |

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| **IBM Tealeaf cxOverstat** | | | | | | | | | | |  |
| **Integration Features** | **RealiTea** | **CX 6.x** | **CX 7.2** | **CX 8.2** | **CX 8.3** | **CX 8.4** | **CX 8.5** | **CX 8.6** | **CX 8.7** | **CX 8.8** | **CX 9.0** |
| Integration with Browser-Based Replay  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools  Data export to BI and Web Analytics tools |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Click Heatmaps |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Link Analytics |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Form Analytics |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Attention Map |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Segmentation / Dimensions |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Drilldown to reports from all four features |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Support for JavaScript and AJAX |  |  |  |  |  |  |  | **X** | **X** | **X** | **X** |
| Support for Mobile-web sessions |  |  |  |  |  |  |  |  | **X** | **X** | **X** |
| Zoom in/ out replay page & mini-navigation explorer |  |  |  |  |  |  |  |  | **X** | **X** | **X** |
| Goal Based Dimensions |  |  |  |  |  |  |  |  | **X** | **X** | **X** |
| Enhanced Form Analytics (Form Funnel w/ Repeats) |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Enhanced Link Analytics (Expanded View w/ Hovers) |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Link Analytics – Sorting Clicks and Hovers |  |  |  |  |  |  |  |  |  | **X** | **X** |
| Link Analytics - Support additional metrics (hover to click, avg. hover time & avg. hover to click time)& customize number of links to display and option to display top or bottom links |  |  |  |  |  |  |  |  |  |  | **X** |
| Heat Maps – Support addition metrics (hovers, hover to click, avg. hover time, avg. hover to click time) & customize percentile range of data to display |  |  |  |  |  |  |  |  |  |  | **X** |
| Comparison Analytics – Confetti heat map across multiple metrics and segments |  |  |  |  |  |  |  |  |  |  | **X** |
| Support for responsive web design |  |  |  |  |  |  |  |  |  |  | **X** |

1. Selective archiving into external CMS [↑](#footnote-ref-1)