

# OnDemand CA Application Performance Management 10.x Monitor Customer Experience Using Team Center Experience View 200

## SUPPORTED PRODUCT RELEASE(S)

CA Application Performance Management 10.7

## COURSE TYPE, LENGTH, & CODE

- Web-Based Training (WBT)
- 1.5 hours
- 20APF20610

## Course Overview

To be successful, IT services and infrastructures need to be optimized, so that customer satisfaction does not suffer. By employing CA Application Performance Management (CA APM), you can help ensure the quality of service and quality of experience for your critical business applications to protect revenue opportunities, end-user productivity, and customer satisfaction.

In CA APM Team Center, the experience refers to the quality of the user's experience when using the application. In this course, you will learn how the Experience View in Team Center can be used to monitor applications from an experience point of view.

## This Course Will Show You How To:

- Describe and navigate Experience View
- Describe Assisted Triage and the Analysis Notebook
- Explore Business Transaction Traces in Experience View
- Describe the Team Center workflow for triaging problems
- Use CA APM Team Center to Triage a problem