Tealeaf Integration Toolkits for Rich Internet Applications

Capture events in browser-based technologies including JavaScript, AJAX, Flash, ActionScript and Flex

Highlights

- Improve the customer experience provided by browser-based technologies
- Replay web sessions of customers using JavaScript and Flash
- Capture, index and event off the data delivered by embeddeed ActiveX or Java Applets

IBM® Tealeaf® CX provides its core functionality by capturing the bytes transferred between web browsers and servers, which it does without changes to your web application.

Some customers use browser-based technologies (e.g., JavaScript, Flash, ActiveX, Java Applets) to provide a Rich Internet Application experience to their users. This requires additional Tealeaf CX instrumentation to capture those events which are not transmitted between the web browser and server. To assist customers using JavaScript and Flash, IBM offers Tealeaf Integration Toolkits.

Integration Toolkit for JavaScript/AJAX applications

Our Integration Toolkit for JavaScript/AJAX applications require the website to include a separate JavaScript file, included in the Integration Toolkit, in their web pages using JavaScript. The code in this file captures the actual web page DOM and events acting on the web page objects, which it then sends up to a web server being captured by Tealeaf CX's Passive Capture capability.

When capturing and replaying JavaScript/AJAX web pages, it is important that each HTML object has a unique ID defined. This is usually optional, but the ID is needed to bind events (e.g., mouse down) to a page object by the Replay system. Unfortunately, some AJAX toolkits do not do this. See your IBM Tealeaf Engineering Representative to determine if there are any concerns or issues.

Integration Toolkit for Flash applications written in Actionscript

For those applications written using Actionscript 3.0 or above, Adobe has included in its Flex development environments hooks for supporting event capture. Our Integration Toolkit provides a separate Actionscript file that must be included in the customer's Flash application. This code talks to the JavaScript file Integration Toolkit which must be separately included in the web pages containing the Flash application. The Integration Toolkit's Actionscript file uses the Flex libraries to capture events, which are passed to the Integration Toolkit's JavaScript file and uploaded past the Tealeaf Capture service.

Actionscript versions earlier than 3.0 did not include the hooks for capturing events. However, it is possible, working with the customer's Flash development team, to emulate the behavior of these standard libraries and capture the events as for Actionscript 3.0 above.

Note that the Integration Toolkit for Flash applications written in Actionscript only supports HTTP transport of data between the Flash application and the web server. No support exists for the Flash Communication Server. Also, if your application uses HTTP push to provide a steady stream of data from the web server to your application without the Request/Response model of interaction, additional support from IBM will be required.

ActiveX and Java Applets

IBM Tealeaf software does not support replay of ActiveX or Java Applets embedded in a web page at this time. If these programs send and receive data using a Request/Response model like those of most web pages, the system can capture, index, and event off the data, but replay is not supported.

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