

Auto Play: Getting Started Guide

Brief Overview

Auto Play is one of a number of methods used to increase user engagement. Auto Play can be used to provide guidance with a Smart Walk-Thru, play a relevant message with a ShoutOut, or collect user feedback with a survey. Rather than waiting for user action, such as opening the widget and clicking a Smart Walk-Thru, you can turn on Auto Play to make the Smart Walk-Thru play automatically. Using Auto Play in the right conditions can provide an effective solution for your support, promotional, or training needs.

Automation Process

A Smart Walk-Thru that is made up entirely of auto steps can be played as an [Automation Process](#), which allows it to run simultaneously with visual Smart Walk-Thrus.

How It Works

Auto Play rules allow you to start a Smart Walk-Thru automatically, without the user taking any action.

When creating your WalkMe implementation, consider which methods of engagement you would like to use to deliver your message to your user. Standard methods of engagement include playing via the Player Menu, a Launcher, the Action button in a ShoutOut, or via Auto Play. A Smart Walk-Thru with Auto Play is particularly useful when a user may not know or think to seek help on their own.

This solution is not recommended for every Smart Walk-Thru but can be used for a WalkThru that is necessary for a specific page.

Note

Two Smart Walk-Thrus can't play at the same time; If two items of the same type (aside from Smart Walk-Thrus) have the same Auto Play conditions, they will appear according to their order in the editor (top to bottom).

Use Cases

Support and Guidance

Anticipate user pain points by setting a Walk-Thru to automatically play on a confusing page.

Promotion and Product Adoption

Target free users to upgrade to premium service by playing a message about how many days are left in their trial.

Training and Onboarding

Quickly onboard new employees or push out a new feature with an introductory Walk-Thru that will play the first time someone visits a page.

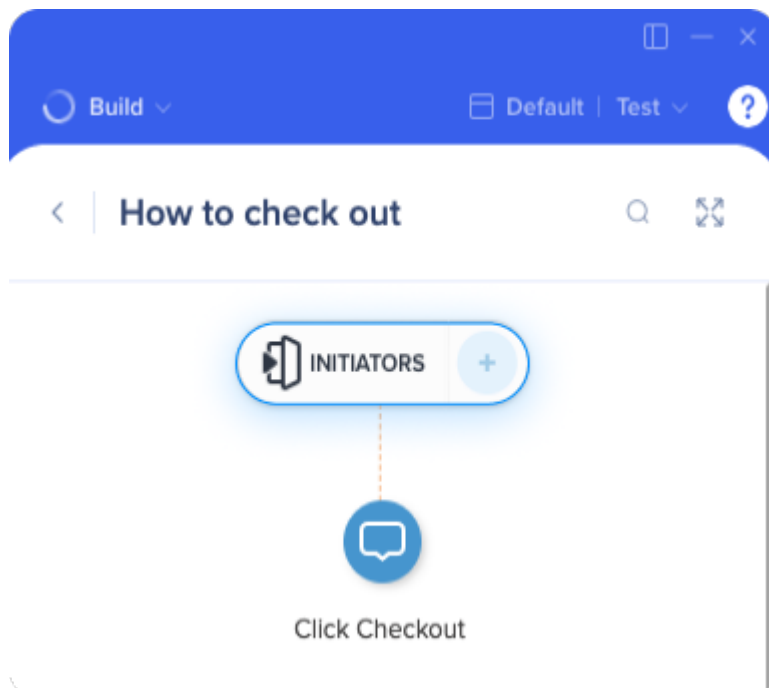
Add Auto Play Rules to a Smart Walk-Thru

Goals allow you to track your users' success when completing Smart Walk-Thrus. You can attach a goal to a specific user action to determine when users have successfully completed a Smart Walk-Thru.

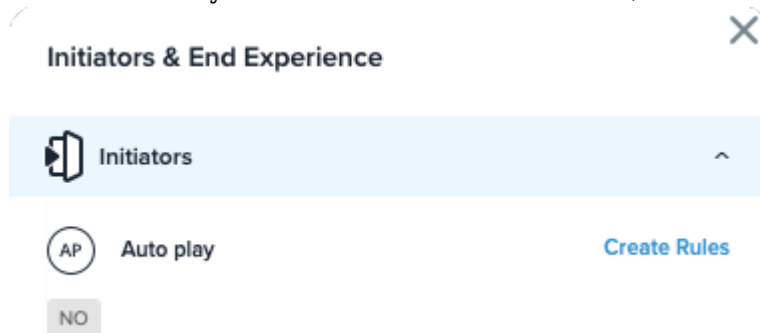
A user may need Walk-Thru guidance to complete the majority of a process but complete the final steps independently. Goals allow you to continue tracking user behavior after they close a Smart Walk-Thru so that you can determine when a user has completed a process, even if they have closed the Smart Walk-Thru guidance.

[Goals](#)

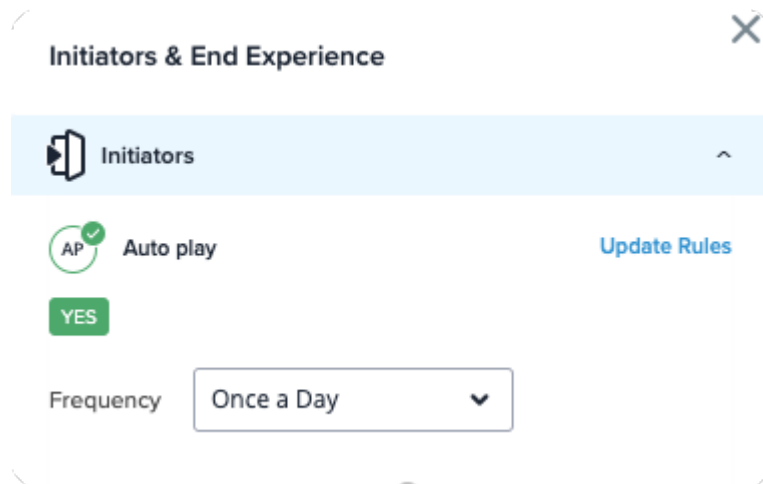
1. Open a Smart Walk-Thru to add an Auto Play Rule
2. Click **Initiators**



3. In the Auto Play section of the Initiators Menu, click **Create Rules**



4. In the Rules Engine, add rules for the conditions that you want to trigger the Smart Walk-Thru to play automatically
 - The Auto Play Rules should always begin with a URL, so that WalkMe only checks the Auto Play conditions on the correct page
 - The URL rule may be the only rule required, but you can also add additional rules based on user actions
5. Set the frequency that you want this Auto Play to repeat



- **Once a Day:** Plays the first time the Auto Play rules are true, and will replay again only after 24 hours have passed
- **Once:** Plays only once
- **Always:** Plays every time the Auto Play Rules are true

6. Click **Save** to complete the Auto Play Rule and return to the Smart Walk-Thru

Once a Day frequency

It is possible to have the Once a Day frequency reset at midnight, instead of after 24 hours. To have this enabled please reach out to your Customer Success Manager or WalkMe contact.

Tip

We recommend to only use rules that can be checked on screen load, for example URL.

Performance Considerations

Because WalkMe constantly checks for the conditions of Auto Play to be true, it can be a drag on performance. Using jQuery as the Auto Rule Type can mitigate the burden.

If your Auto Play is playing when it shouldn't or not playing when it should, first check to see that the rule is written correctly. If you have configured more than one Walk-Thru to play automatically with similar rules, only one of the Walk-Thrus will play. The Walk-Thru that will play will be the first one in the list of Walk-Thrus in the Player Menu.

Next, check that some sort of [Unique User](#) tracking is enabled. If None is selected, WalkMe will not be able to track user activity to play items automatically.

Auto Play rules are checked upon the page load. Therefore, if your rule is based on an element that is not visible upon page load and a refresh page does not happen at this point, please [contact Support](#). We can add a special feature that will resolve this for you. Try adding a Wait for Condition or a Delay Walk-Thru Super Step of a few seconds as the first step of your Walk-Thru.

[Auto Play Not Working](#)