

Auto Play Not Working

Issue

I configured my Smart Walk-Thru to play automatically but it is not playing when I expect it to. How do I fix this?

Solution

There are a few reasons why a flow will not auto play as expected.

Engagement Frequency

First, confirm the frequency of the auto play. If it is set to play "Once" or "Once a Day", try clearing your cache and cookies to see if it will re-appear.

Multiple Auto Plays

Only one Smart Walk-Thru can autostart at any given time (though ShoutOuts do not affect this). That means that if another flow is configured to auto play on that page, it may prevent your intended flow from starting. If you have other Smart Walk-Thrus set to auto play, review their engagement rules to ensure they are not able to play at the same time.

Segmentation

Segmentation affects auto play as well. If your Smart Walk-Thru is segmented to only appear on a specific page, it will not be able to auto play on the pages where it does not meet segmentation conditions.

Element Visibility

Auto play rules are only checked at page load. That means if you are basing your auto play rules on an element that does not immediately appear after a page refresh, the auto play will fail. A workaround for this is to use a single URL rule for the auto play condition, and set a "Wait for" condition at the beginning of the flow to wait for that element to be visible.