

Best Practices for Creating Shuttles

When should I use a Shuttle?

We recommend adding a Shuttle if you want to give users access to a page they use often, a page they might need and are not familiar with or a page that is hard to get to and you want to save them time.

When should I use a redirect?

We recommend adding a redirect if you want to save the user time, e.g. if you don't need to train a user but just assist them to get somewhere quickly.

Tips when using Shuttles or redirects

- Make sure you let the user know you are redirecting them so they know this is not the native behavior of the website;
- If you add a Shuttle to the Menu, make sure you use clear text with the location of the Shuttle or its purpose. The same concept applies if you are using a Launcher — Explain where you are redirecting the user and why:

How can we help you?

Default ▾

🔍

💬 How to add a Product

💬 How to Checkout from ShopMe

💬 How to Change my Personal Information

📌 Take me to the Help Center

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