

# Classic vs. New Balloons

This article is aimed at existing Workstation customers who are migrating to the [New Workstation Electron](#).

## Overview

Our Smart Walk-Thru supports two types of balloon steps creation: Classic and New Balloons. In the new Workstation Electron, Classic Balloons will no longer be supported. This article explains the difference between the two types.

## Comparison of Classic vs New Balloons

### Classic

#### Design Customization

Done manually and provides more openness in terms of theming. E.g, when a user wants to change the styling of all the balloons on their site, it's easily done through code.

## CSS Console

Preview:

Click on an element to customize the CSS code



CSS CONSOLE

Find & Replace Shortcuts

1 |

## Size

Maximum and minimum size can be set through custom CSS. Otherwise, the size of the element is automatically determined according to the content entered.

## Image Support

Maximum and minimum size can be set through custom CSS. Otherwise, the size of the element is automatically determined according to the content entered.

## Video Support









## Popup Step


Interaction

Appearance

Notes

Accessibility

16 | **B** *I* U A |  |  |  |  |  |  |  | 



Enter Text Here

Back

Next

Can be added via web URL location.

Text Customization

Supported through BBcode.

Dynamic Text

Supported through BBcode.

Open Branch

Supported through the BBcode's "trg" function.

New

## Design Customization

### Done via the [Visual Designer](#)

User-friendly and easy to use. The canvas represents the browser, and you can see what it will look like on screen. However, has some limitations: e.g, change of design of all the popups can only be done manually through duplication.



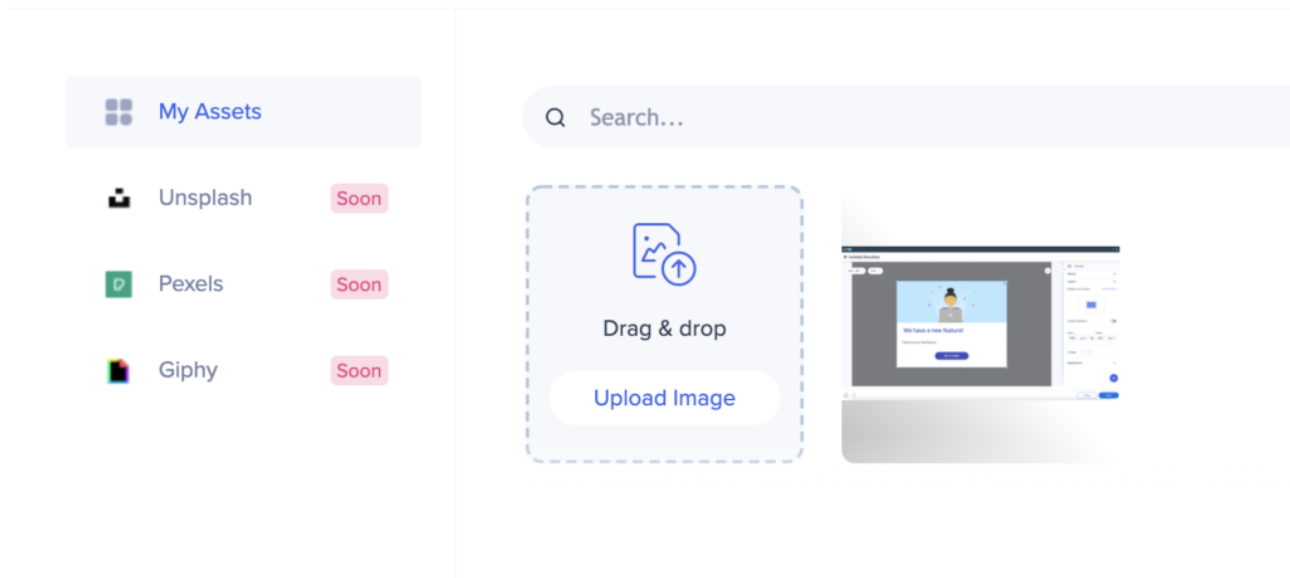
## Size

Size of the balloon and the elements inside it can be changed using the Visual Designer formatting options - relative or absolute to the screen size. It can be adjusted either manually (on the preview screen) or by selecting the desired width and height properties in the side menu.

Maximum and minimum size can only be set in the Flex layout templates that are currently not supported on the Workstation.

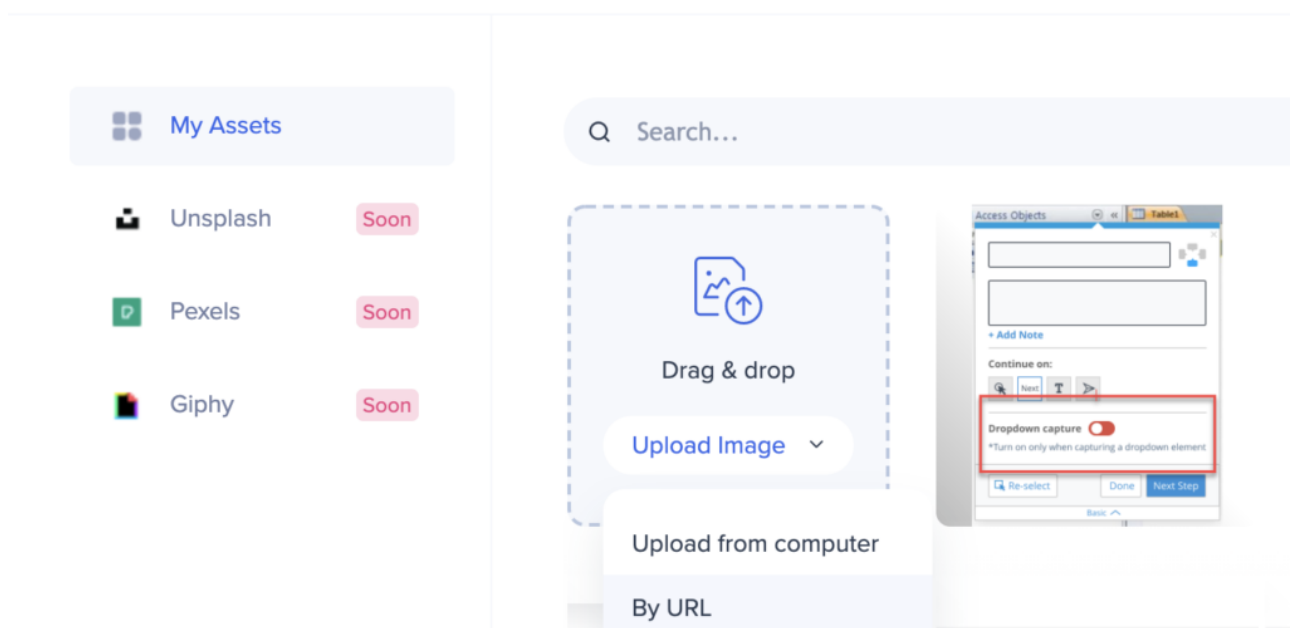
## Image Support

## Add an Image

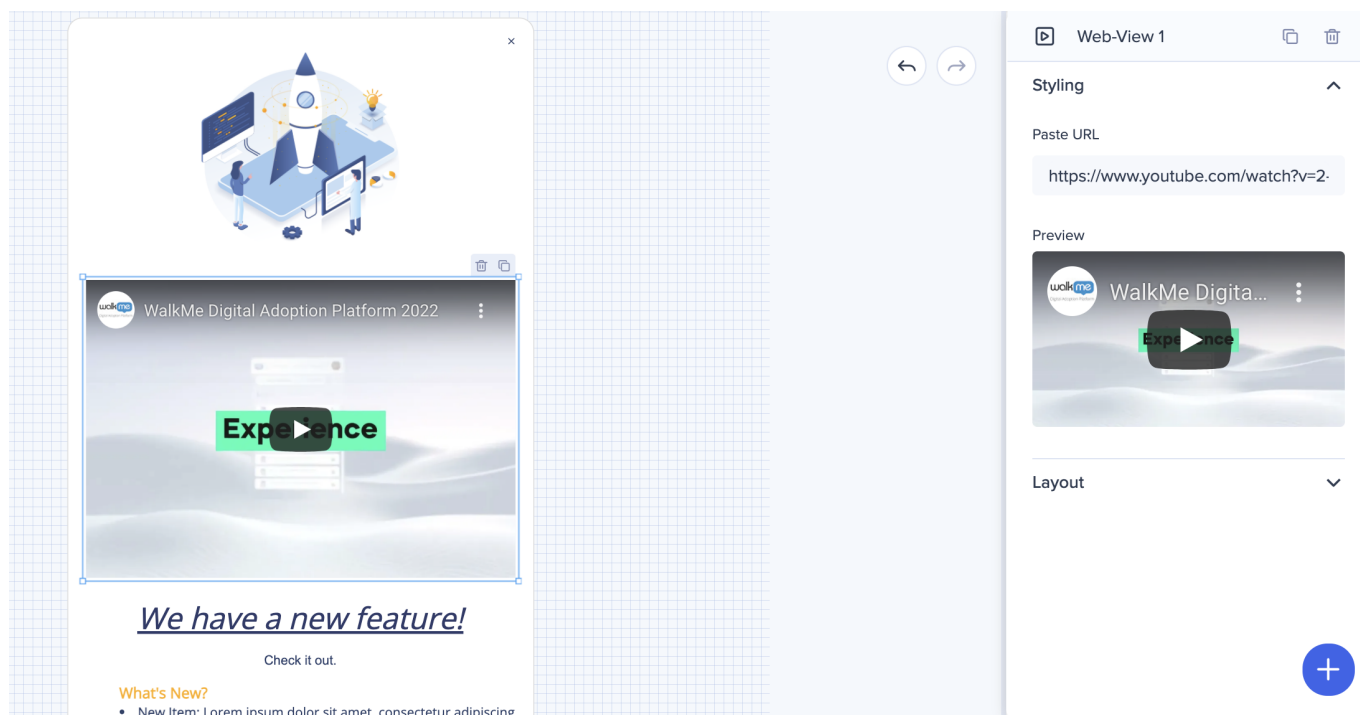


An image up to 500 KB can be uploaded from the computer. Or Inserted through its URL location.

## Add an Image



## Video Support



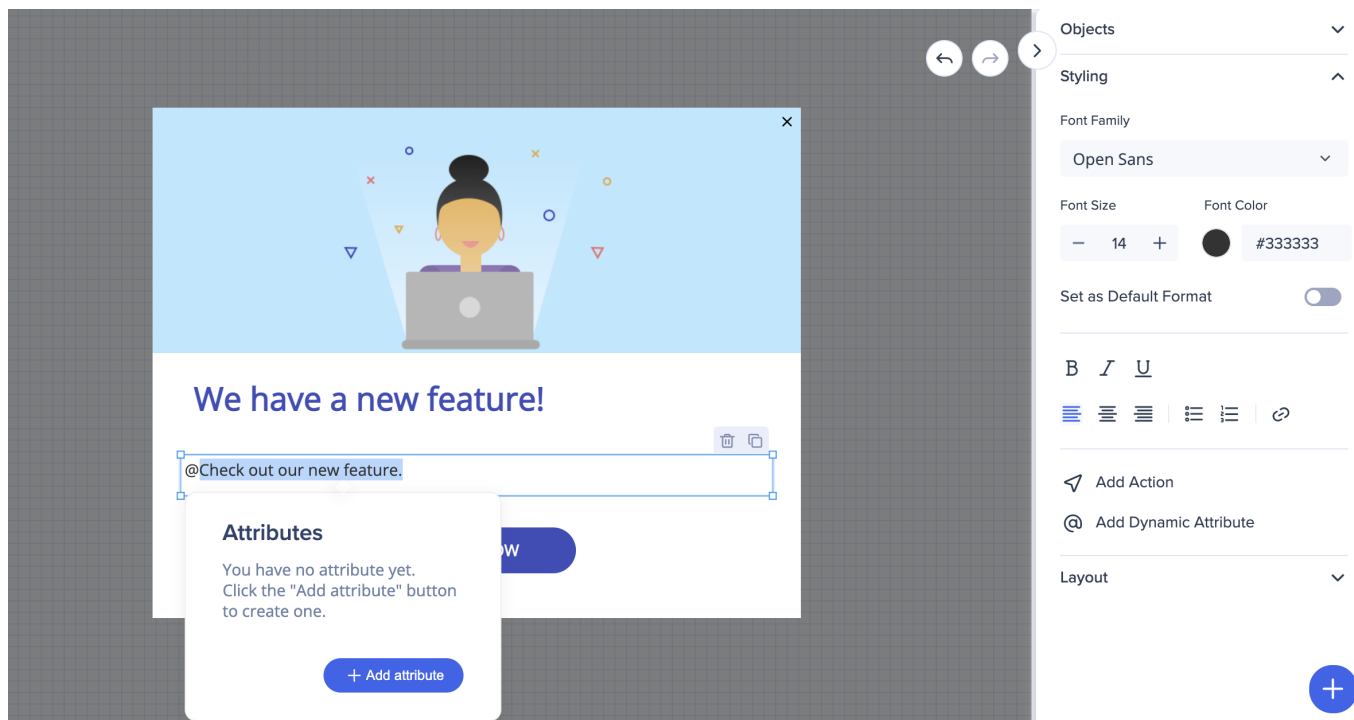
Can be inserted via embed links. For YouTube and Vimeo there's no need for embed, a regular link will be embedded automatically.

When adding an image or a video, you can preview it on the side panel.

## Text Customization

Supported through Rich Text Editor and BBcode.

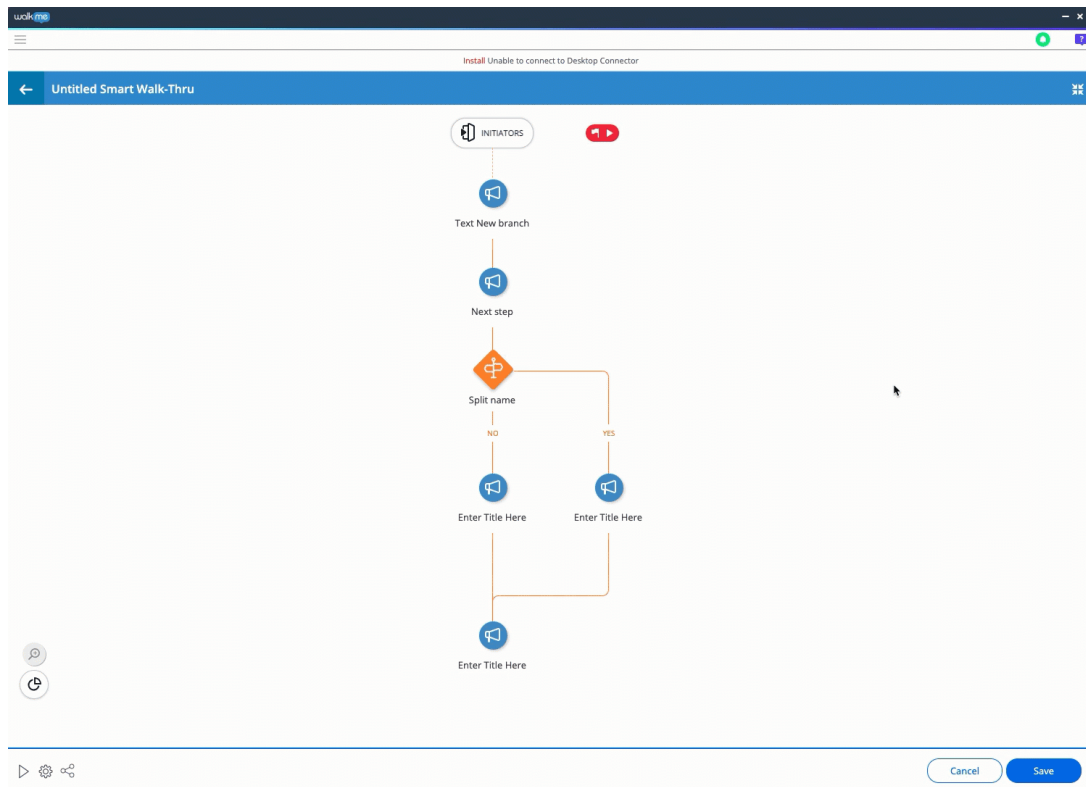
## Dynamic Text



Supported through the “Add Dynamic Attribute” function.

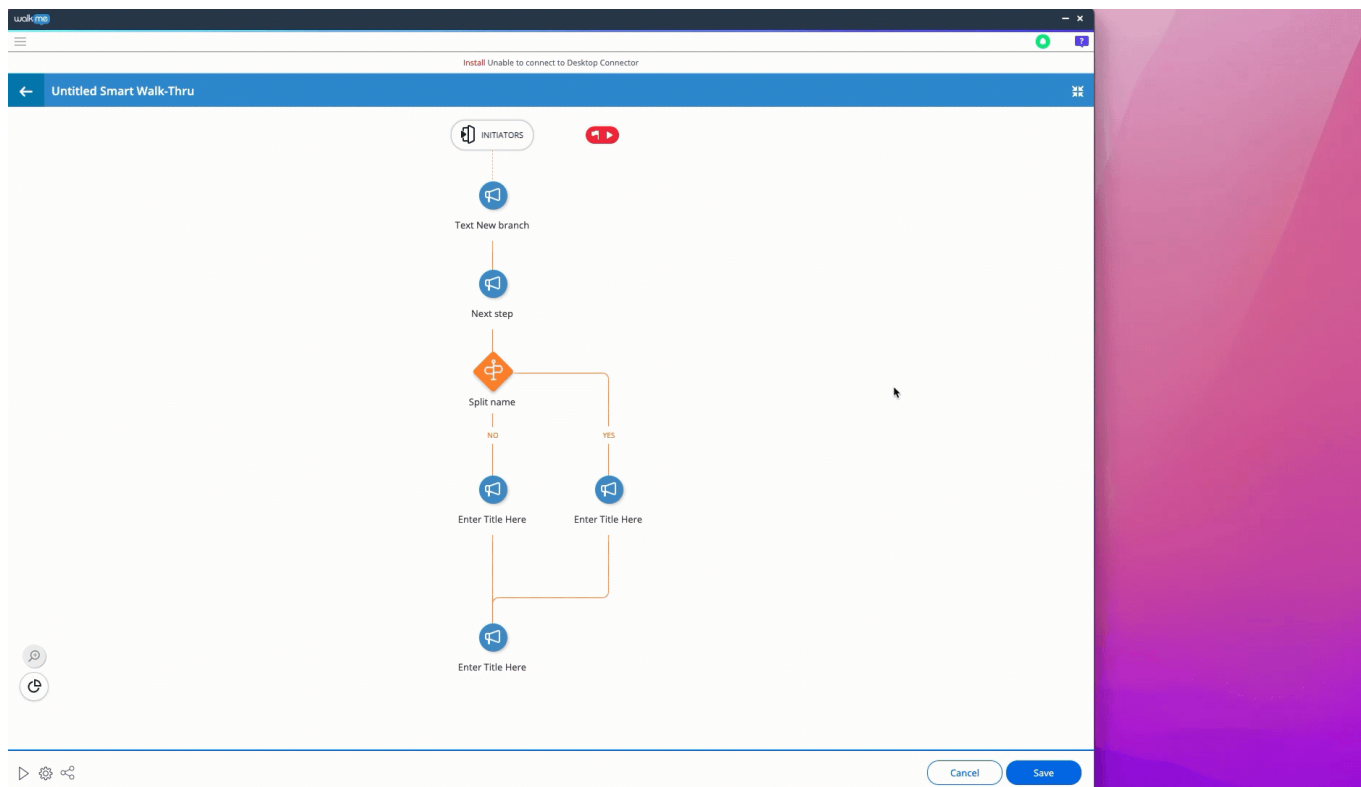
Open Branch

Supported through the “Open branch” action.



The action opens a new branch on the Smart Walk-Through map. Can be applied to a button or to text.





This feature also includes validations: if a branch has a connected step, the button/text which opens the branch can't be deleted.

## Limitations

- Visual Designer does not support customizing using global or custom CSS
- Frameset sites are not supported - the content will not be drawn on them
- Flex Layout is not supported on Desktop (planned in the future), thus the maximum and minimum size of the balloon cannot be set