



Controlling UBT Collection

Brief Overview

Controlling UBT data collection is an important part of understanding User Behavior in Insights. Using this feature, you can now control the collection of User Behavior Tracking by informing WalkMe whether it is allowed to collect data or not.

Please Note:

This feature is only relevant for accounts with User Behavior and does not control Session Playback collection, and therefore should be used wisely.

Use Cases

Sensitive pages

If you have a sensitive page in your app that can contain PII, for example, a "Billing Info" form, or "Personal Profile". Instead of blacklisting all elements in this page using element censorship, you can set `isWalkmeUserBehaviorDataCollectionEnabled` in this page to `False`, and UBT events will not be collected from this page.

Whitelisting areas for Collection

If you are not interested in auto-tracking or sending all engagements from your site to WalkMe, you can set UBT collection to manual mode (see how below) and set `isWalkmeUserBehaviorDataCollectionEnabled` to `True` only in the places in the site in which you wish WalkMe to collect User Behavior interactions. For example, in pages that are not sensitive or have high business value for tracking feature adoption.

Sensitive Accounts

If you are a SaaS customer of WalkMe with the need for the collection of UBT only for some of your customers (accounts). For example, a Service provider might want to collect UBT only for their beta customers or customers outside of the European Union. In this case, we suggest you set `isWalkmeUserBehaviorDataCollectionEnabled` to `True` if the end-user is from an account you wish to collect UBT from.

How It Works



Steps for defining UBT default behavior and preventing collection:

Once User Behavior Tracking is turned on, the auto-collection of site-interaction events (clicks, page views, etc..) starts immediately.

To prevent collection on specific pages, or in specific cases, simply define a function called "isWalkmeUserBehaviorDataCollectionEnabled" on the global window object, and our collection tool will query it before sending User Behavior events to WalkMe.

The only valid return values of this function are of type boolean (true/false), other values will be ignored and the default behavior will be saved.

If isWalkmeUserBehaviorDataCollectionEnabled returns True, User Behavior events will be collected and sent to WalkMe.

If isWalkmeUserBehaviorDataCollectionEnabled returns False, User Behavior events will not be collected and will not be sent to WalkMe.

Please Note:

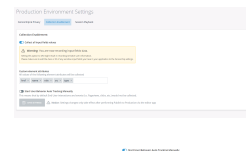
The function isWalkmeUserBehaviorDataCollectionEnabled does not control other types of events (WM Engagement or Session Playback).

If isWalkmeUserBehaviorDataCollectionEnabled is undefined or returns an invalid value, the default behavior will be used.

The default behavior is to collect. To change the default behavior to only collect if isWalkmeUserBehaviorDataCollectionEnabled is defined and returns True, you must turn ON User Behavior Manual Collection Mode.

To turn ON User Behavior Manual Collection Mode, please follow these steps:

- Log into your account at insights.walkme.com.
- Go to the environment of your choice and click on Environment Settings.



- to turn it ON:
- Click on Save Settings and perform a Publish action in the WalkMe editor in order for the new settings to take effect.
Click on the Toggle next to: "Start User Behavior Auto Tracking Manually"

Once turned ON, User Behavior events will only be collected if `isWalkmeUserBehaviorDataCollectionEnabled` is defined and returns `True`. If the function is not defined or returns an invalid value, User Behavior events will not be collected. WM Engagement events (tracking engagement with WM deployables) will still be collected.

Code Example to Prevent Collection

The following code will define the function to return `False` and will prevent collection:

```
window.isWalkmeUserBehaviorDataCollectionEnabled = function() {  
  return false;  
}
```

Tip!

Be aware that the function "isWalkmeUserBehaviorDataCollectionEnabled" will be called frequently so try to avoid using heavy logic.

Testing and Troubleshooting

User Behavior events are sent to WalkMe in requests named 'tell'.

Once the "Start User Behavior Auto Tracking Manually" toggle is turned ON and Publish was performed, tell events (viewed using Developers Tool) should not be sent, unless `isWalkmeUserBehaviorDataCollectionEnabled` is defined and returns `True`.

- In the Collection Enablement tab you will see the following screen: