Custom Triggers

Brief Overview

Custom Triggers give users the flexibility to complete a step in more ways than one. With custom triggers you can select additional elements on the screen that will trigger the next step.

Here's a quick reminder: Your Smart Walk-Thru is made of steps and each step is triggered by user action. WalkMe has default trigger types already built for you, or you can create your own custom triggers!

Custom Triggers help you streamline a process within a Smart Walk-Thru if there is more than one way for a user to get to the next step. It can also reduce clicks for the user!

To learn more about the different Step Trigger types, check out our **our Smart Walk-Thru introduction article**.

Examples of when to use a Custom Trigger

Scenario 1 – Verifying an element: You can create a custom trigger that checks if a valid e-mail address is entered before the Smart Walk-Thru proceeds to the next step without having to click Next on the balloon.

Scenario 2 – Multiple ways to proceed: There are two *Save* buttons on the page both of which could trigger the next step, but if the user selects the Save button that was not originally selected as the element for that step, the Smart Walk-Thru stops playing. To accommodate for this, the custom trigger allows for either one of the Save buttons to be clicked.

How It Works

A Custom Trigger is created using the [Rule Engine](#) and can be added to any Step. WalkMe will play the next step in the process if the Custom Trigger's rules are true.

A Step can have up to 20 Custom Triggers.

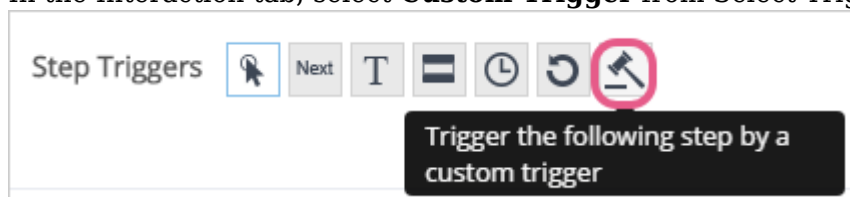Workstation and Desktop systems do not support multiple custom triggers thus can only have up to one custom trigger.

Add a Custom Trigger

Follow the steps below to create a Custom Trigger:

Click Submit

1. Click on the step to open up the **Step Options Menu.**
2. In the Interaction tab, select **Custom Trigger** from Select Triggers section:

3. The Rule Engine will open:

4. Add rules that determine when the next step should play.
   - In the example below, the Step will play only when two on screen elements have been clicked:

- **[Learn more about the Rule Engine](#)**

5. Click **Done.**
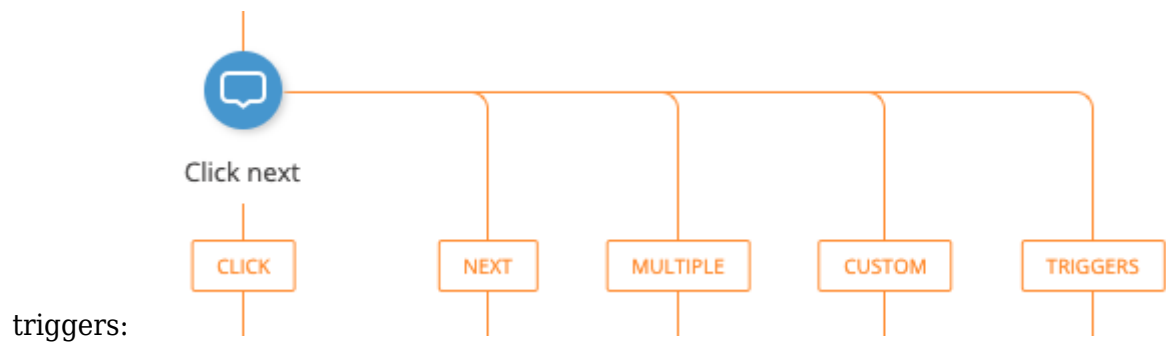6. Name your Custom Trigger:

7. Click **Done.**
8. Repeat steps 1-7 as necessary up to 20 times per step.
   - Your Custom Triggers will be reflected in the SWT map, alongside other configured

triggers:

At this time, Enter and other keyboard keys are not supported as custom triggers