How to Use Pinned, Strong Pin, and Evaluation Frequency

Brief Overview

By default, Launchers and SmartTips will only play on a user's screen if the element they are attached to is visible on the initial page load. This is done to optimize performance and user experience by keeping WalkMe from constantly checking for an element on the screen.

However, there are instances when an element does not load at the same time as the page, or where the element on the page may disappear and then reappear. If a Launcher or SmartTip is attached to one of these types of elements, then one or more of the following settings may need to be toggled ON: Pinned, Strong Pin, or Segmentation Evaluation Frequency.

Important: Before enabling any of these settings, it is important to confirm they are absolutely necessary.

Use Cases

Pinned Behaviour use case:

○ When the element you want to attach the walkme item to is not loading with the page and appears as a result of a user action, for example, the element is on a popup or in an element that appears only after you log in.

Strong Pinned Behaviour use cases:

○ When elements are located in modals or pop-ups that don't require a page load or can be opened or closed multiple times.
○ When the element that you have attached the WalkMe content to, can appear and disappear on the screen according to the user's action, for example, a collapsible section that you can open and close or a drop-down menu.

Using Pinned, Strong Pin, and Evaluation Frequency

To test if one of these settings should be turned on, go into Preview Mode on a different

page and then navigate to the page the Launcher or SmartTip is supposed to appear on. If the Launcher/SmartTip does not appear, then turning on one of these options may be necessary.

What is "Pinned"?

The Pinned setting, which is found in the Behavior tab, can be toggled ON for both SmartTips and Launchers.

This setting tells the Launcher or SmartTip to continuously search for the element after the initial page load until it is found.

Once the element is found, the Launcher or SmartTip will appear and it will stop scanning the page for its element. However, if the element disappears, then the Launcher or SmartTip will disappear and WalkMe won't search for the element again.

What is "Strong Pin"?

The Strong Pin setting is also found in the Behavior tab and it can be turned on for both SmartTips and Launchers.

Similar to the Pinned setting, Strong Pin searches continuously for its element after page load. However, Strong Pin will continuously search for its element even after it's found the first time. So, if the element disappears from the page and then reappears, the SmartTip or Launcher will reappear along with the element.

What is "Segment Evaluation Frequency"?

The Segment Evaluation Frequency can be turned on for both SmartTips and Launchers. For SmartTips it can be found in the Segmentation tab, while for Launchers it's in the Behavior tab.

Toggling ON Segmentation Evaluation Frequency for a SmartTip or Launcher will cause the application to continuously check and re-check the Display Segment / Display Rules to decide whether or not to display the SmartTip / Launcher.

Note: Once you've determined one of these settings is required, check the Segmentation rules to make sure they are efficient.

Optimizing Performance

What is WalkMe Performance? This refers to the speed at which the actions associated with WalkMe's javascript code are executed. Naturally, WalkMe runs over the top of your website, so the processing load is added on top of the processing load on the website. If this combined load becomes too heavy, end-users (especially on older browsers) will begin to see unfortunate effects such as lag, leading to poor user experience. When building a WalkMe implementation, try to keep these tips in mind to keep WalkMe as fast and smooth as ever:

CSS

CSS rules are evaluated for every new element that appears on a page, so shorter checks will save time on performance. Shorter checks (fewer elements: [div li] is faster than [body div ul li span] this will save time on performance. Consult a CSS expert if you have questions on how to adjust your CSS to reduce the load.

In the Flow Tracker

Performance alerts are visible to us when Find Element exceeds 300ms - this is really useful and is specific to the item in question. This is only available in the success environment in Publish and in Preview mode.
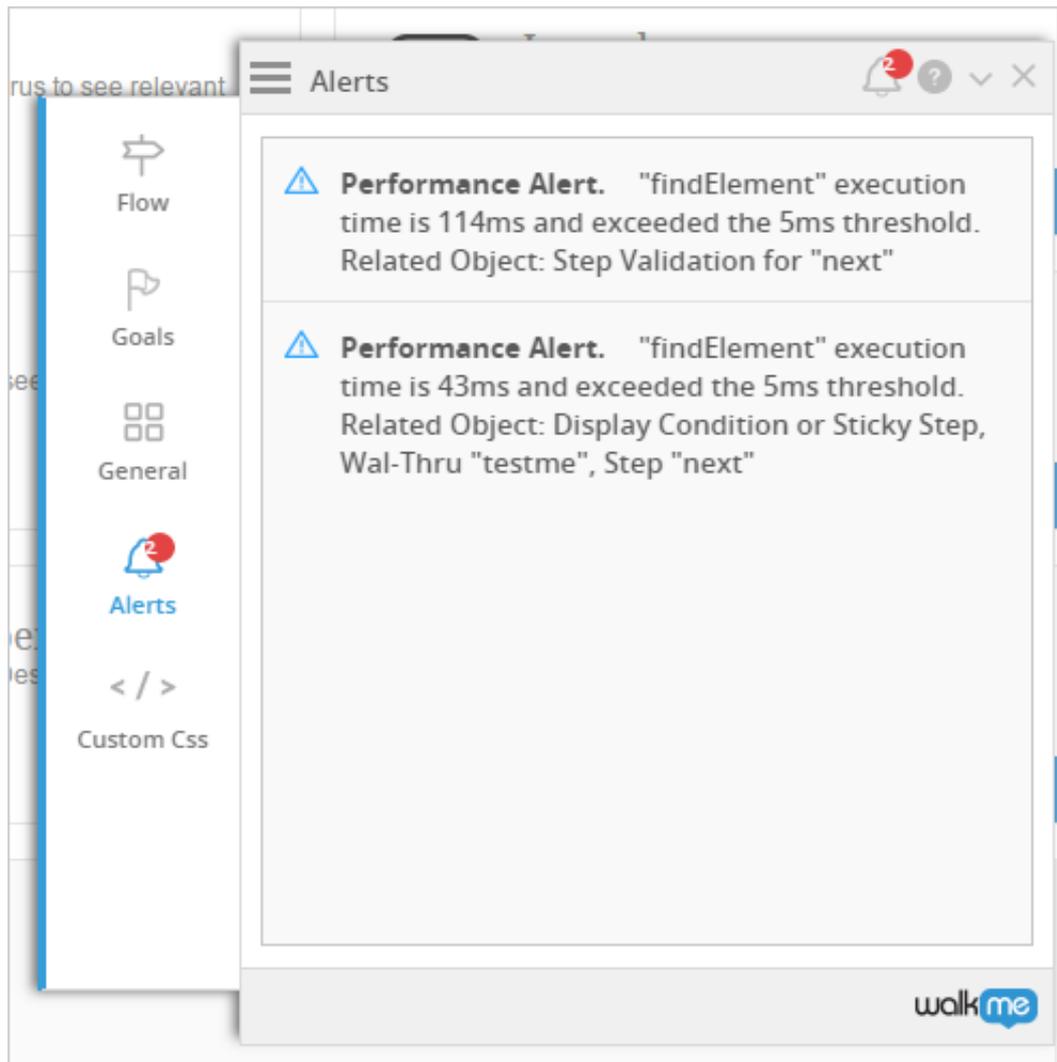
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