

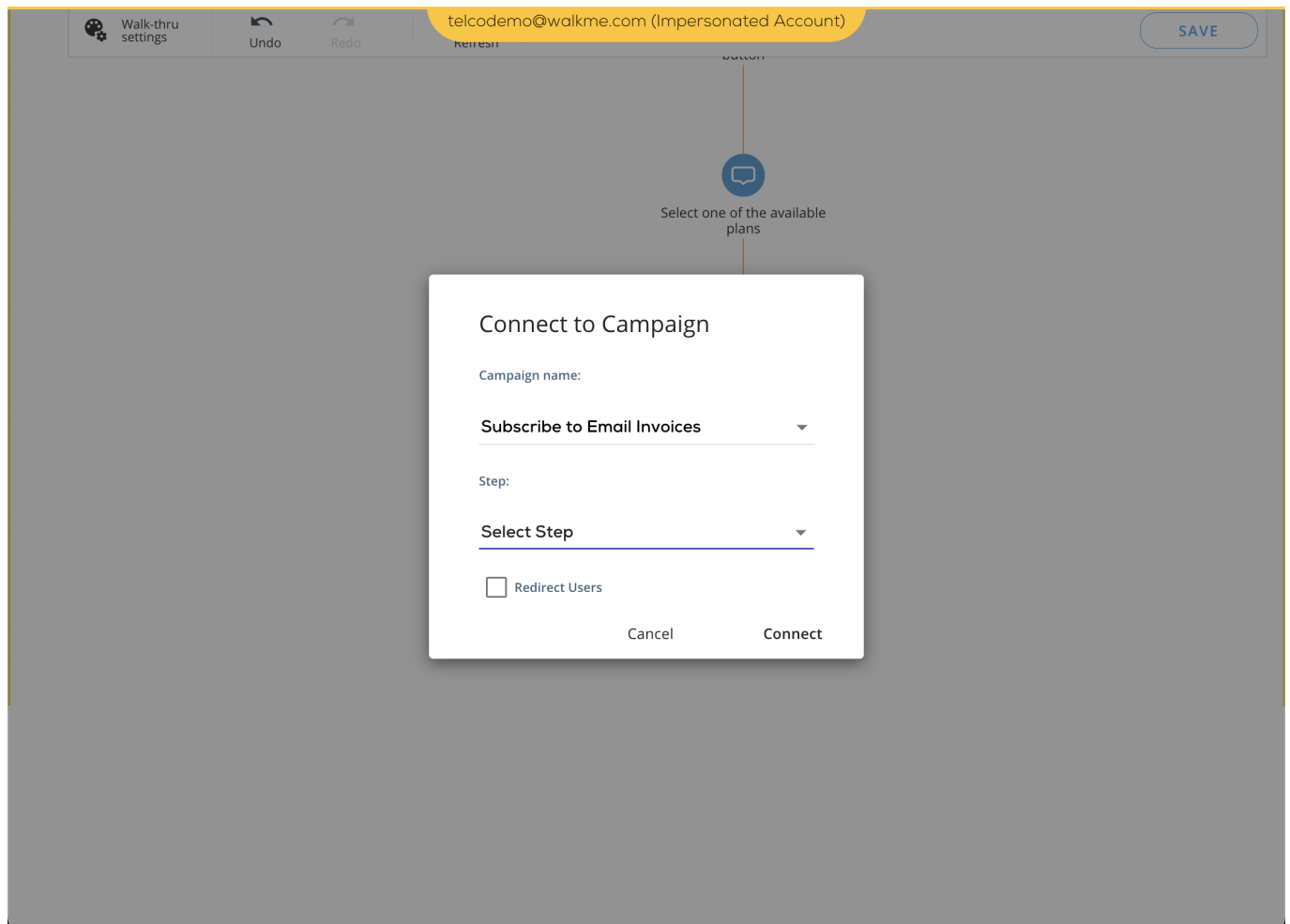
Mobile: Smart Walk-Thru Building Tips, Tricks, and Best Practices

Smart Walk-Thru Building Tips, Tricks, and Best Practices

Smart Walk-Thru Segmentation, Triggers and Start Points

There are a few UI differentiators to be aware of as you plan your Smart Walk-Thru implementation:

- Segmentation for a Mobile Smart Walk-Thru implicitly includes the SWT's ability to start. I.e., If a SWT's segmentation rules are evaluated as *true*, but the SWT's associated elements are not currently shown, the SWT will not start (and will also not attempt to start in the background);
- Mobile Smart Walk-Thrus can be triggered by autoplay rules (Static Triggers) like any campaign, or as linked campaigns from a Launcher or a ShoutOut. When linking a SWT from another campaign's CTA, you can include a *safe start* deep link that the user will be redirected to before the SWT starts. This feature is meant for the SWT to be able to start after the CTA is tapped;
 - Additionally, **as of WalkMe Mobile SDK 1.13.0**, when linking to a Walk-Thru from a campaign, you can select which step to start the Walk-Thru from:



Smart Walk-Thru Building

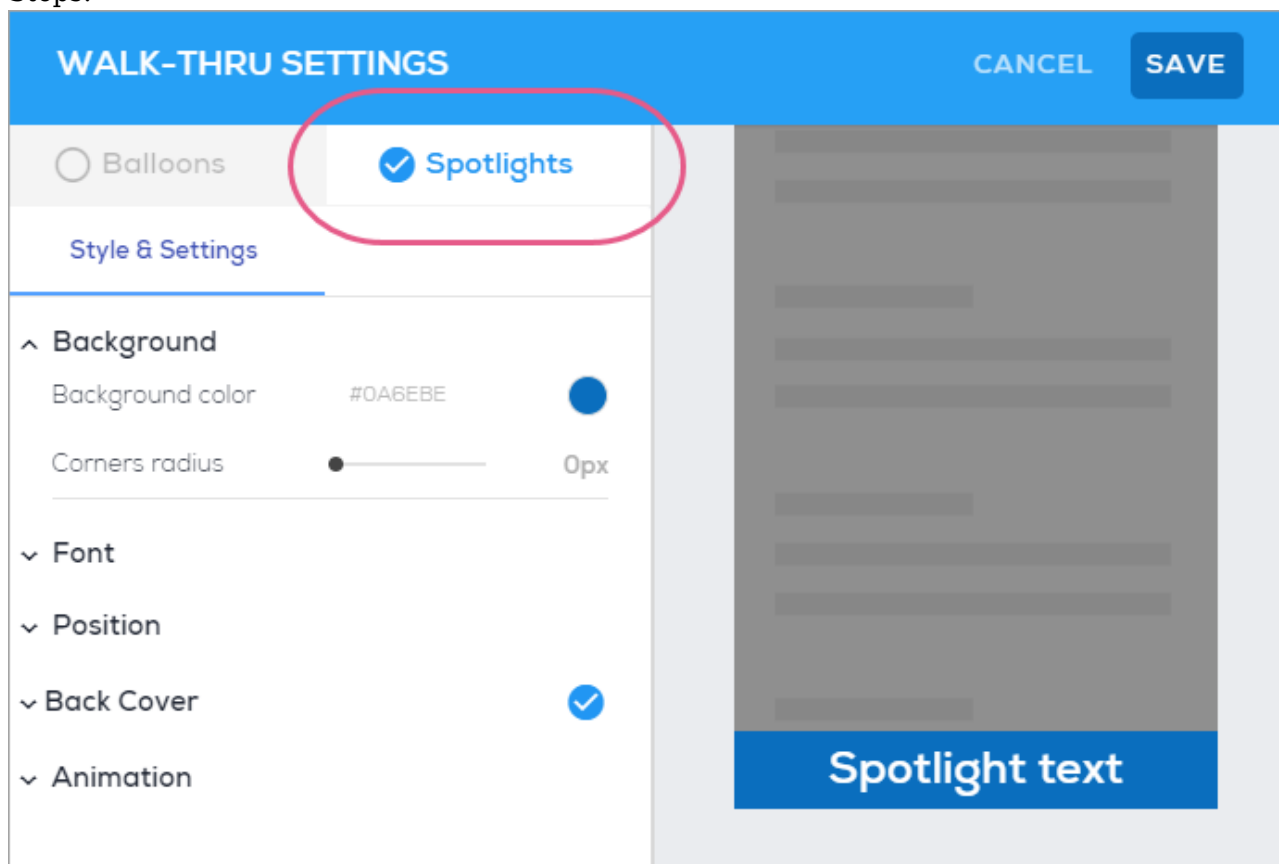
- Add all the pending steps you think you may need (extra is fine) in the correct order, and then delete un-needed steps afterwards;
- Flows should be very simple;
- **Remember:** Mobile tasks are generally very quick. End-users generally want to get in and out as quickly as possible while on mobile devices.

Smart Walk-Thru Editing

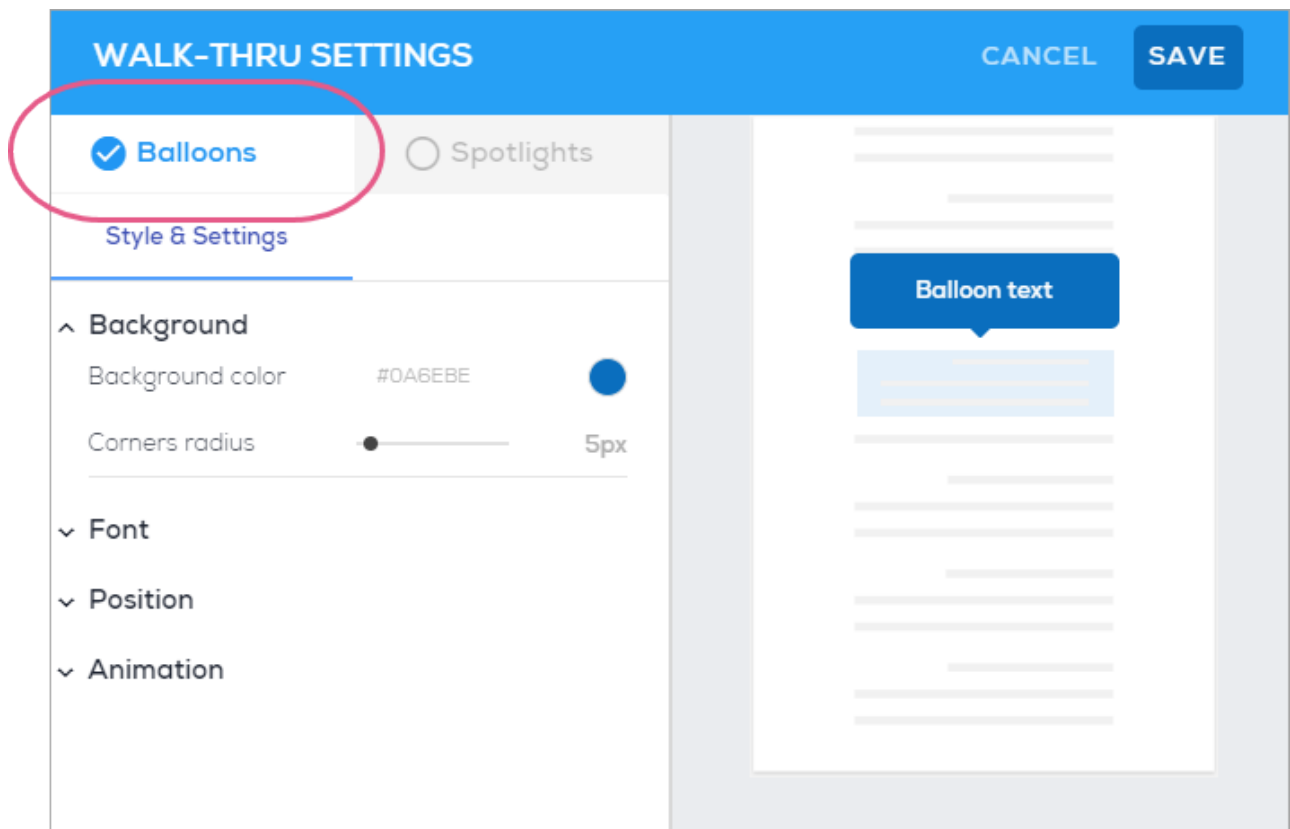
- Power Mode's *Edit Walk-Thru* feature is designed to make tweaks to an existing Walk-Thru that requires mending. Do not use *Edit Walk-Thru* in order to transform an existing Walk-Thru from one flow to another;
- After editing a Walk-Thru, review it in the Mobile Console and adjust texts and design;
- Make sure steps you add don't break the existing Walk-Thru flow.

Smart Walk-Thru Customization

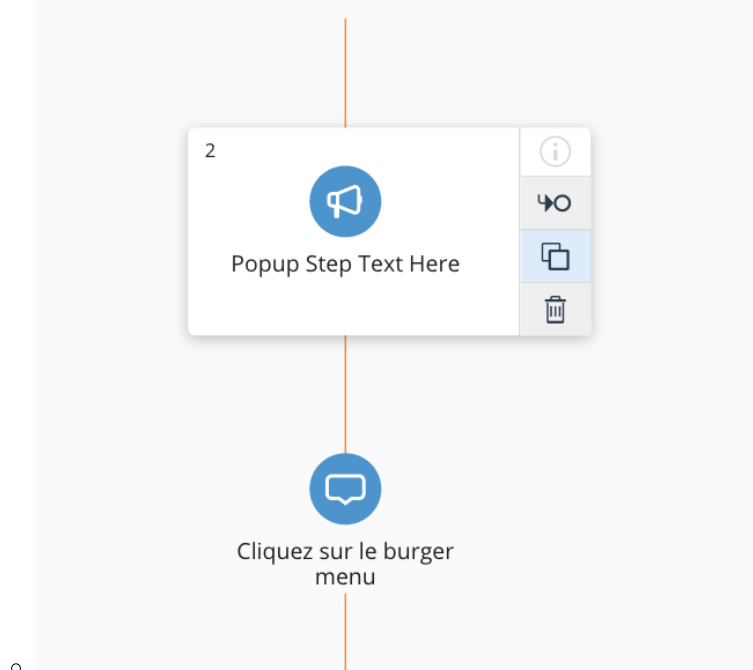
- Step titles should be very concise;
- To guide end-users without any interruptions, ensuring they complete a process, use Spotlight Steps:



- This is ideal for flows that only require that end-users click the screen and/or enter simple text;
- For non-sequential and less predictable tasks, such as form validation, Balloons (formerly Tooltips) are more appropriate than Spotlights Steps:



- Designing steps is a much easier process with the addition of the ability to duplicate steps



- Note - this only applies to visual steps (popup and regular steps)