

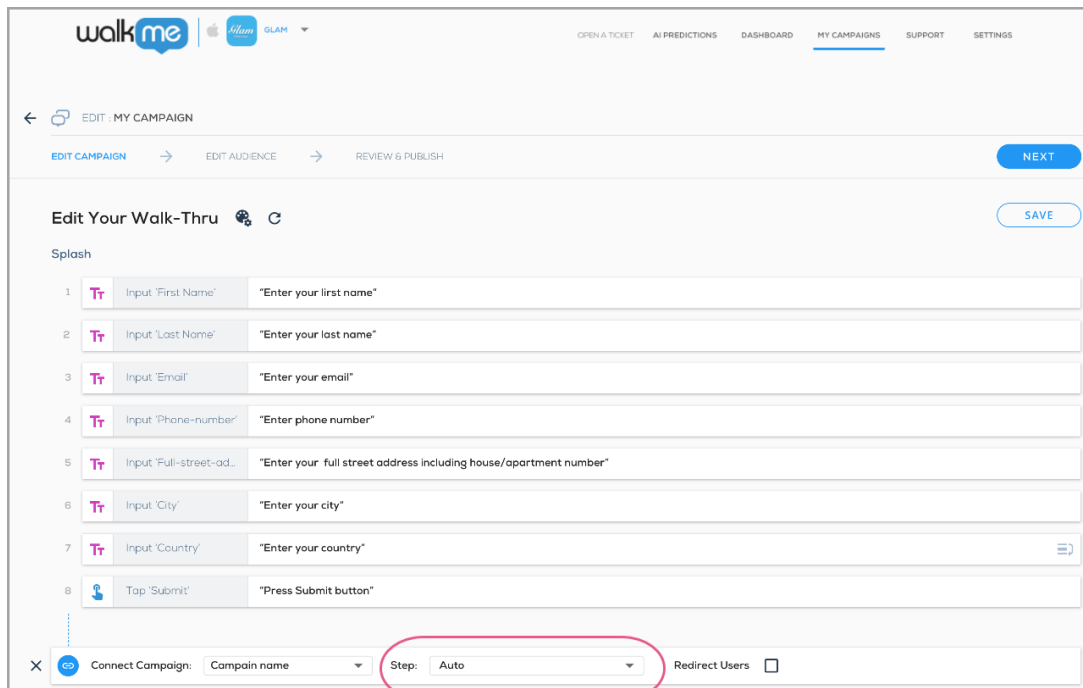
Mobile: Walk-Thru Building Tips, Tricks, and Best Practices

Walk-Thru Building Tips, Tricks, and Best Practices

Walk-Thru Segmentation, Triggers and Start Points

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

- Segmentation for a Mobile Walk-Thru implicitly includes the Walk-Thru's ability to start. I.e., If a Walk-Thru's segmentation rules are evaluated as true, but the Walk-Thru's associated elements are not currently shown, the Walk-Thru will not start (and will also not attempt to start in the background);
- Mobile Walk-Thrus can be triggered by Static or Happy Moment Triggers like any campaign, but most implementations activate Walk-Thrus as linked campaigns from a Launcher or a ShoutOut. When linking a Walk-Thru from another campaign's CTA, you can include a safe start deep link that the user will be redirected to before the Walk-Thru starts. This feature is meant for the Walk-Thru 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:



If you select Auto, WalkMe will start from the most relevant step according to the app screen it is currently on.

- Mobile Walk-Thrus have built in start points on every screen the Walk-Thru flow goes through. I.e., if a Walk-Thru's flow goes through screens A, B, and C, and if the Walk-Thru is triggered while the user is on screen B, it will automatically start from the first step captured in screen B. This feature does not require any configuration and is available starting from iOS WalkMe Mobile SDK version 1.2.0 and Android WalkMe Mobile SDK version 1.5.0.

Walk-Thru Building

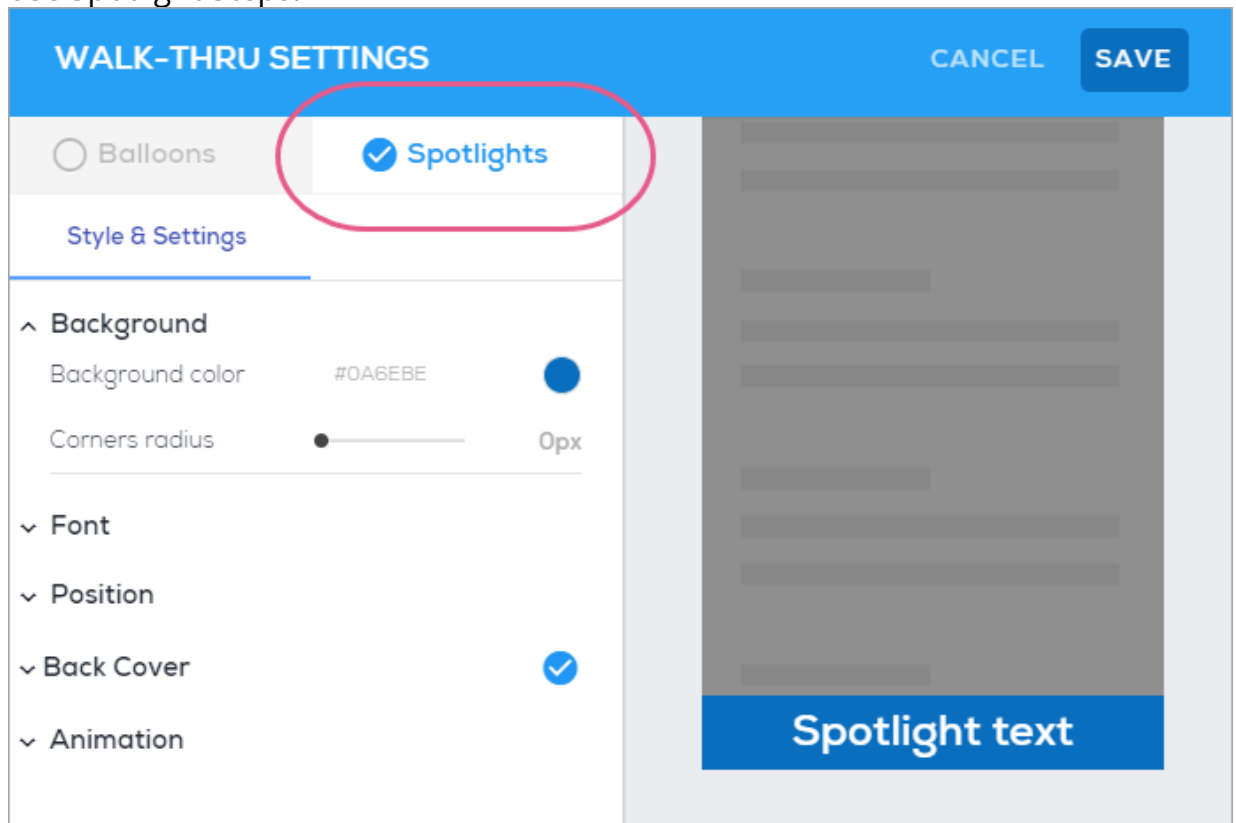
- Add all the steps you think you may need (extra is fine) in the correct order, and then delete un-needed steps afterwards;
- Flows should be very simple;
- Remember: Mobile tasks are generally very quick. End-users generally want to get in and out as quickly as possible while on mobile devices.

Walk-Thru Editing

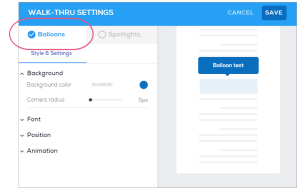
- Power Mode's Edit Walk-Thru feature is designed to make tweaks to an existing Walk-Thru that requires mending. Do not use Edit Walk-Thru in order to transform an existing Walk-Thru from one flow to another;
- After editing a Walk-Thru, review it in the Mobile Console and adjust texts and design;
-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

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: