

Workstation for Mobile: Notifications

Brief Overview

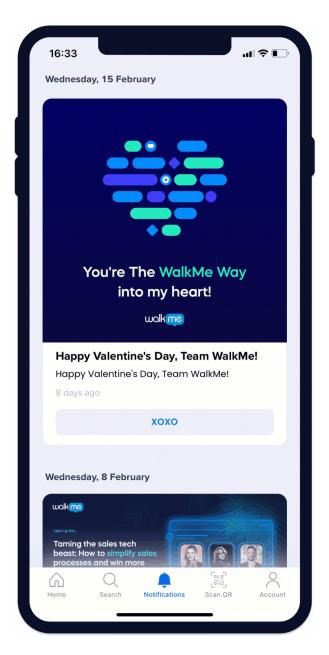
<u>The Workstation mobile app</u> also receives notifications that are sent from the <u>WalkMe</u> <u>Communication Center</u>. These notifications are a powerful tool for a few reasons:

- 1. They get directly to the employees where ever they are
- 2. They can have a call to action (e.g. Shuttle linking the user to perform a task)
- 3. They have advance Audience segmentation & engagement analytics so you can target anyone in your organization

Get to Know

Notifications on the Workstation mobile app can be viewed via the notification page,





The notifications page lists all of the active notifications that were sent to the user.

When a notification is opened from the list, or a push notification is clicked from the mobile's native notification center then the notification opens full screen.

After the notification opens, you'll see:





2 hours ago

Guess who's been featured in Forrester's first ever DAP market scan!

We want to make sure Workstation is the best it can be - especially We want to make sure Workstation is the best it can be - especially One of the Workstation goals is to engage users as much as possible.

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Learn more

Remind me later

- Notification text
 - Title and descriptions: large text and normal text.
 - Text alignment: Left (for left→ right languages, like English), Right (for right → left languages, like Arabic)
 - ∘ Text Style: bold, italics, etc.
- Time that has passed since it was sent
- Any notification buttons



Create a Notification

Notifications for the Workstation mobile app are created in the Communication Center.

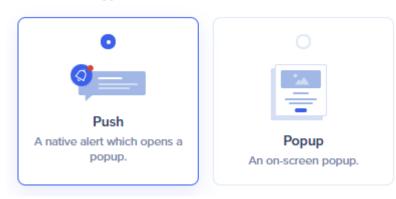
Push Notifications

This is an enabled feature

To enable push notifications for your Mobile Workstation, reach out to your WalkMe CSM.

For the best engagement with the Workstation mobile app, we recommend sending **push notifications**. You can <u>segment the notifications to specific groups using Audiences</u>.

Notification Type



Popup notifications don't send alerts

Notifications are sent to all Workstation types, including Workstation for desktop. If you send a popup notification, your Workstation for mobile users won't get an alert. The notification will still appear in their Notification List, though.

Learn more about Notifications and their types.

Limitations

Scheduled push notifications isn't supported yet.