

New URL Format for Salesforce Lightning Experience - Summer 2018

What Is Changing?

In their Summer '18 release, Salesforce is changing the format of their [URLs](#). As an example:

Salesforce URL prior to the Summer '18 release:

```
https://{lightning.domain.com}/*one/one.app#/sObject/Account/home*
```

Same Salesforce URL after the Summer '18 release:

```
https://{lightning.domain.com}/*lightning/o/Account/home*
```

For more details about this change, please read the [official Salesforce documentation](#).

How Will It Impact You?

If you have used Salesforce URLs as conditions or links in any of your WalkMe apps, you will need to modify the URL rules to fit the new Lightning URL changes.

How To Update Salesforce URLs in Your WalkMe Apps — 3 Examples

Example 1: Change a Smart Walk-Thru Condition

If your Smart Walk-Thru Segmentation Rule is as follows:

Smart Walk-Thru Segmentation

Create rules to determine when the Walk-Thru appears in the Player Menu

Group

Import Rules

U URL

+ Add Rule

Enter your notes here...

Done

Discard

Run Time: 0ms Current Statement: Cannot Assert

It must be changed to this:

Smart Walk-Thru Segmentation

Create rules to determine when the Walk-Thru appears in the Player Menu

Group

Import Rules

U URL

+ Add Rule

Enter your notes here...

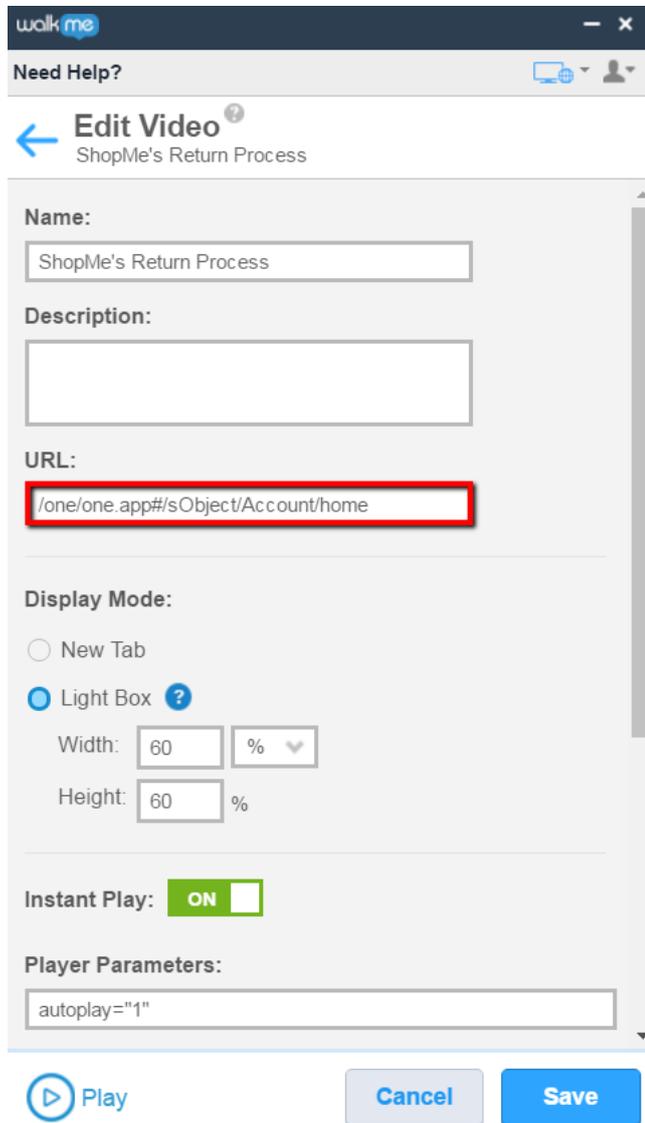
Done

Discard

Run Time: 0ms Current Statement: Cannot Assert

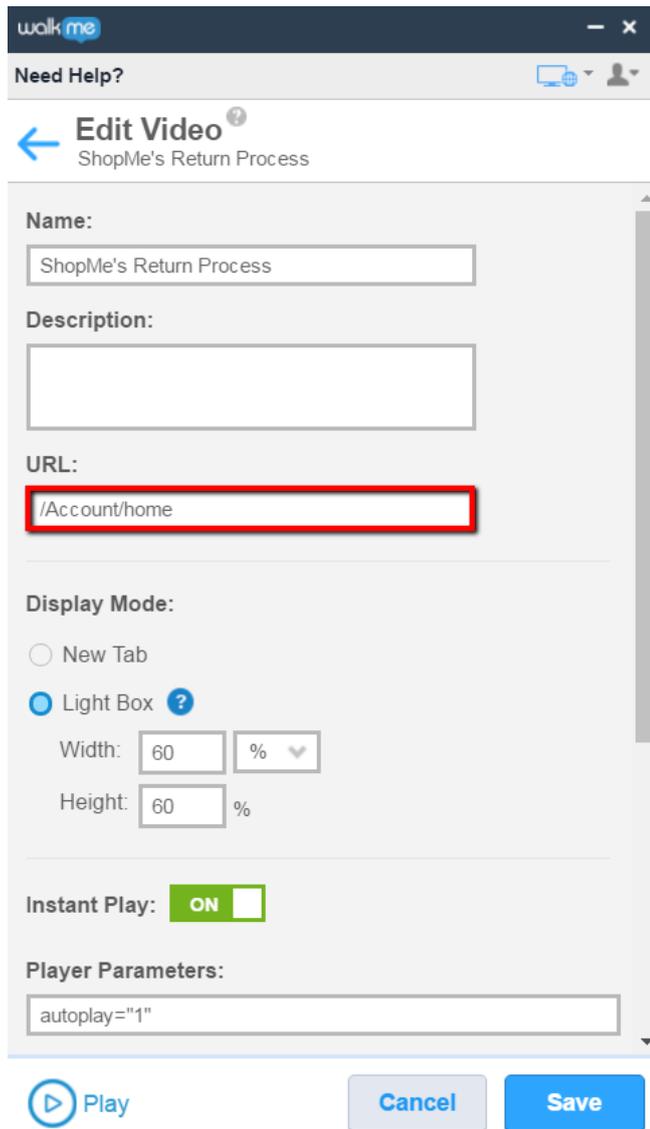
Example 2: Change a Resource URL Rule

If your Resource URL Rule is as follows:



The screenshot shows the 'Edit Video' configuration window for 'ShopMe's Return Process'. The 'URL' field is highlighted with a red box and contains the text `/one/one.app#/s/Object/Account/home`. Other fields include Name, Description, Display Mode (Light Box selected), Width (60%), Height (60%), Instant Play (ON), and Player Parameters (autoplay='1').

It must be changed to this:



Example 3: Change a Safe-Start URL Rule

If your Safe Start URL Rule is as follows:

Safe Start | General | User Preferences ✕

Enable Safe Start

Redirect users to a general start page when a Walk-Thru is played from a page on which it cannot be started.

Prompt User

Display a confirmation message before the redirect occurs.

Message

The Walk-Thru cannot be played from this page.
Shall we take you to the beginning of the process?

Redirect Button Text:

Stay Button Text:

It must be changed to this:

Safe Start | General | User Preferences ✕

Enable Safe Start

Redirect users to a general start page when a Walk-Thru is played from a page on which it cannot be started.

Prompt User

Display a confirmation message before the redirect occurs.

Message

The Walk-Thru cannot be played from this page.
Shall we take you to the beginning of the process?

Redirect Button Text:

Stay Button Text:



Have Additional Questions?

If you have additional questions, please contact your CSM or WalkMe Support.