Product Updates: March, 2016

March '16 release, WalkMe delivers updates to improve your experience.

How to Use the Product Updates

- The release notes give you brief, high-level descriptions of new and updated WalkMe features.

How will the new update become available?

- Our new updates will be available on March 20th. Once our updates have been released, you can log into the Editor where you will be prompted to upgrade your software. Your current Implementation will not be affected by the update until you publish them again. For customers that run WalkMe on their local servers, contact your Customer Solution Manager, success@walkme.com, to learn how you can gain these new features.

Feature Updates

Dynamic Text in the Rich Text Editor

Hi [v]Name[/v], Welcome back to ShopMe! You have [v]trial[v/] days left on your free membership. Don't forget to upgrade.

- Improve engagement by creating personalized and contextual messages for your users
- Add customer data right into the text of your Walk-Thru Balloons or ShoutOuts
  Dynamic Text examples:
    - Welcome customers using their first name
    - Tell customers how many days are left on their trial account
    - Update customers on their current balance with your service

- Dynamic Text is a feature available in the Rich Text Editor
- Dynamic Text can be added using variables, cookies, or jQuery
- [Learn more about Dynamic Text](#)

Rich Text Editor for ShoutOuts

- ShoutOuts now include the Rich Text Editor to easily customize your message
- Using the Rich Text Editor, the following can be added to Shoutouts:
    - Dynamic Text
    - Hyperlinks

- Permalinks to start Walk-Thrus
- Formatted text
- Images
- Videos
- iFrame content
- [Learn more about ShoutOuts](#)

WalkMe for Mobile Web

- Develop a custom web experience for any mobile/tablet device
- Emulate the browsing experience on specific devices, such as iPhone 6 or Google Nexus 6
- Switch orientation between landscape and portrait
- Custom WalkMe UI built for mobile web
- Use Walk-Thru triggers unique to mobile web
  - New Tap and Swipe triggers
- Create rules using the new Screen Size rule type
- Survey App will be available in a future release

NOTE: WalkMe for Mobile Web is a feature that must be enabled by WalkMe. Contact your CSM for more information

Notes for Super Steps

- Notes can now be added to Super Steps
  For example:
  - Write notes to improve collaboration with team members
  - Note the purpose of a Super Step to make them easier to manage and update
  - Describe the rule created for a Super Step

Improved iFrame Support

- Seamlessly capture Walk-Thru steps inside cross-domain iFrames on your environment without opening the iFrame in a separate tab
- Switch to Frame/Popup Super Step is automatically added to your Walk-Thru with a premade rule
- [Learn more about iFrames Support](#)

NOTE: iFrame support, also known as Switch to Frame/Popup Super Step, is a feature that must be enabled on your account. Contact your CSM for more information

Native Android App ShoutOuts

- Native app developers can now build ShoutOuts for Android Apps

- Features are similar to our Native iOS App ShoutOuts
- Unique Actions for Android ShoutOuts
  - Rate App: Takes user to App Store to add review
  - Open App Settings
  - Browse to page
  - Play Video
- Native App ShoutOuts include unique designs
- The following Rule Types can be used for Android ShoutOuts
  - User Data
  - Screen Size
  - Application info
  - Device info
- Requires SDK installation

NOTE: Mobile Android/iOS ShoutOuts must be enabled by WalkMe. Contact your CSM for more information

Improved Segmentation

- Refine your global Segments, in the Segmentation Center, by adding local Segmentation to each WalkMe Item
- WalkMe now checks if both global AND local Segmentation Rules are true to determine if a WalkMe Item should be displayed to a user
- Find local Segmentation options in the settings of individual WalkMe Items
- [Learn more about Segmentation](#)

Note: In the past, if a WalkMe Item was part of a global Segment in the Segmentation Center and had local Segmentation, WalkMe would check if either Rule was true. Now WalkMe will use both rules to determine if a user should see a WalkMe item. Changes to Segmentation will apply the next time you publish.