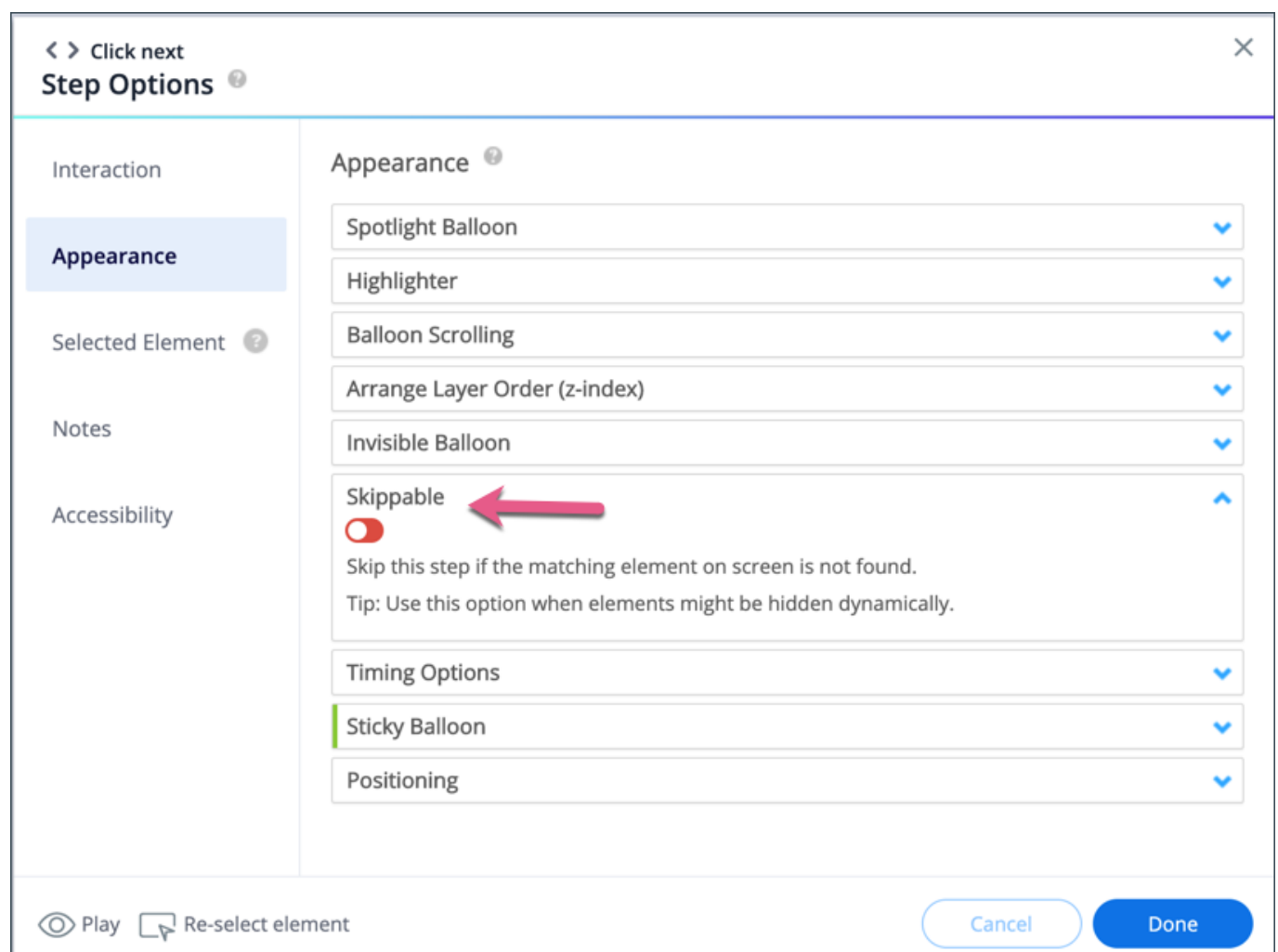


# Skippable Steps

## Brief Overview

A Skippable Step is a setting that a builder can apply to a step in a Smart Walk-Thru.

When a step's element isn't found, if that step has been set to Skippable, the Smart Walk-Thru will skip over it ensuring that the flow continues smoothly.



The screenshot shows the 'Step Options' dialog box for a 'Click next' step. The 'Appearance' tab is selected in the left sidebar. The 'Skippable' toggle is turned on (indicated by a red circle and a pink arrow). Below the toggle, the text reads: 'Skip this step if the matching element on screen is not found. Tip: Use this option when elements might be hidden dynamically.' The dialog also includes a 'Selected Element' field, 'Notes', and 'Accessibility' sections. At the bottom, there are 'Play' and 'Re-select element' icons, and 'Cancel' and 'Done' buttons.

Interaction	Appearance
Spotlight Balloon	▼
Highlighter	▼
Balloon Scrolling	▼
Arrange Layer Order (z-index)	▼
Invisible Balloon	▼
Skippable	▲
Timing Options	▼
Sticky Balloon	▼
Positioning	▼

## How it Works

In a process-oriented solution, under certain circumstances, not all elements that are relevant to the process will appear on the page.

It could happen for different user roles in a system, or even upon selection of a field that affects a form.

In such cases, we need to make sure that if there's a process on that page, it will continue playing, regardless of changes to the process.

**For Example:** when selecting *US* in a Country field, usually there will be a followup State field that the user needs to input, whereas when a European Country is selected, that's not the case.

Skippable Step setting enables the builders to flexibly address such cases and if the elements are not found, then the steps will be skipped and the flow will continue.

## About Skippable Steps

Skippable Step setting can be applied to any step that is element oriented, meaning **Steps** and **Auto-Steps**.

Toggling a step as Skippable can be done in the step Settings Appearance tab. The default value for the Skippable setting is - **OFF**.

In the flow map, Skippable steps will have a dotted semi-circle line indication.

### Single Step



Expand the list

### Auto Step



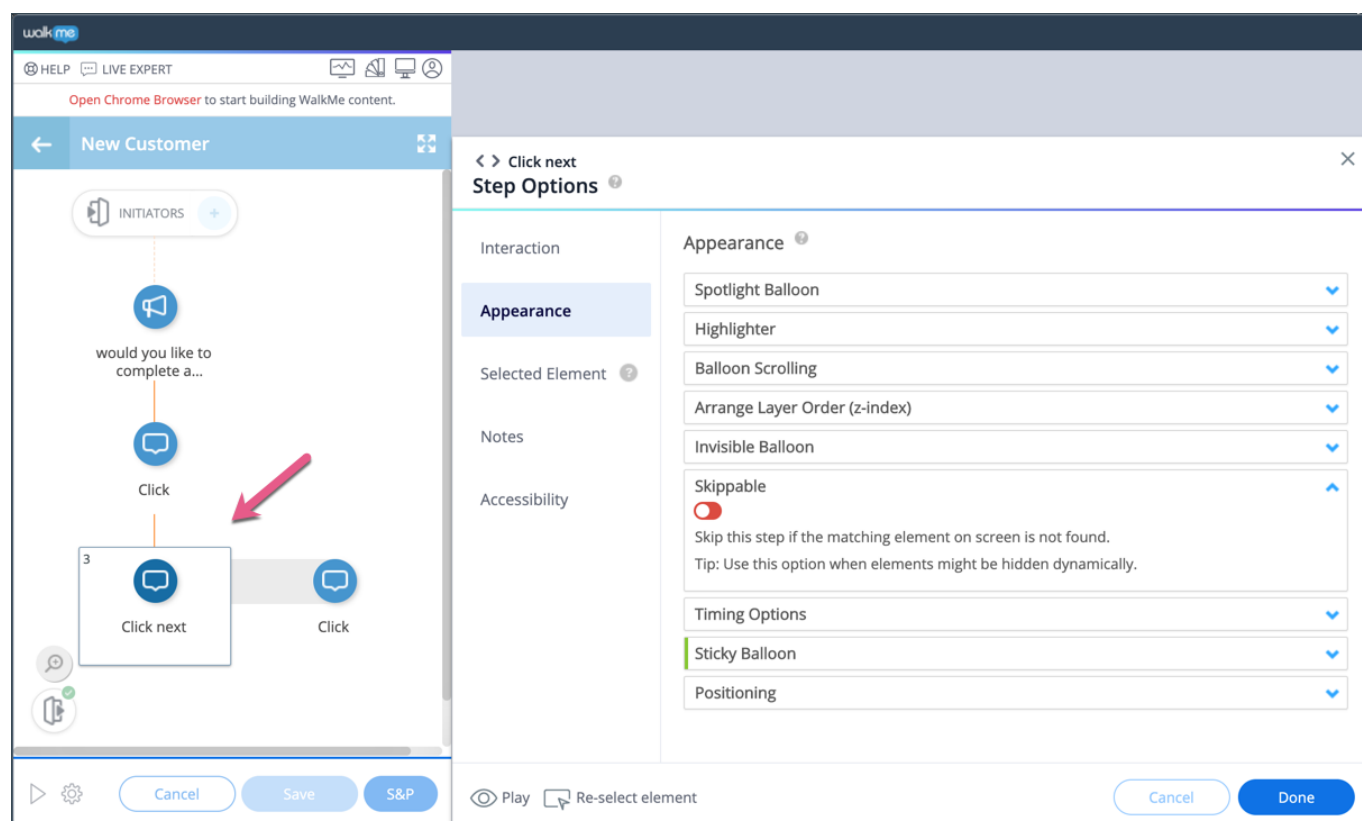
Fill in Text

Upon click, the user will be taken to the Skippable settings for that step.

## Skippable Peer Steps Behavior

If no triggers exist for peer steps, the end users can get stuck with steps on screen without any way to trigger them.

- If the main Step in the map is Skippable and its element isn't found:
  - When no other triggers exist on the peer steps – then the flow will skip all peer steps.
  - When any of the peer steps has a trigger (can be achieved using [BBCode](#)) – then the flow will play peer steps.



## Best Practices

Used for dynamic sites where elements can change on a fixed process, due to user selections or content that is role oriented.

Saving splits in the flow map – Visibility Split / On Screen Element Split:

- Processes where most options are similar, but only some options have 2-3 steps that should not be shown.
- Skippable is used to save splitting up the flow for these specific scenarios.

Please Note:

When a Peer Steps element isn't found, it won't break the flow unless, so peer steps don't necessarily have to be Skippable.

## Flow Tracker

Skippable steps also have an indication in Flow Tracker when the steps were skipped during a flow.

