WalkMe Mobile: Product Update Notes July 2019

July 8th, 2019 release, WalkMe delivers updates to improve your experience.

Product Updates give you brief, high-level descriptions of new and updated WalkMe features.

Want more technical notes? Check out our [iOS or Android Release Notes](#).

How Will I Receive New Updates?

On July 8th, 2019 update to the latest version of the WalkMe Mobile SDK to get immediate access to our latest features. Your current implementation will not be affected by the update until you publish again.
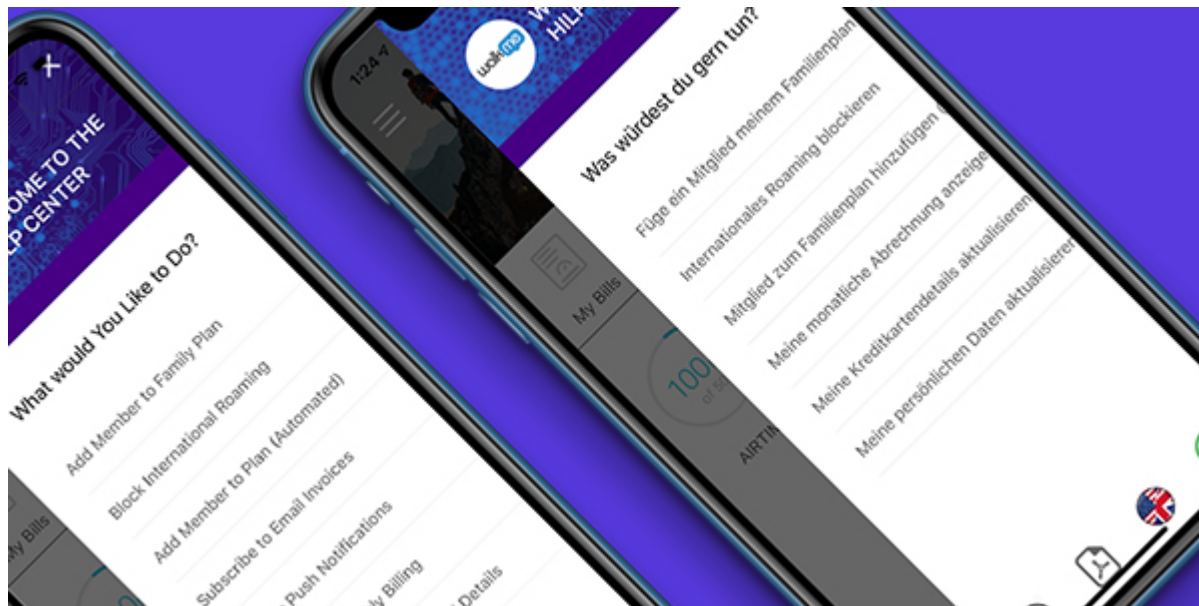
How to update your SDK

For customers that run WalkMe on their local servers, reach out to your WalkMe contact to learn how you can gain access to these new features.

Product Updates

Say "Hello", "Bonjour", "Hola" with Less Effort

Multi-Language

Having users from all over the world means you need a fast and easy way to offer translated content. WalkMe Mobile now offers Multi-Language support so you can translate content using a localization service or create your own translations in our web console.

- Translate WalkMe content without having to duplicate items
- Create translations using a localization service
    - Filter through existing campaigns
    - Download an .XLIFF file and upload it into a localization service
    - Upload translated content back into the WalkMe Web Console
- Manually translate content directly in the Web Console
- Set translated content to appear based on API or the detected locale of the user

## Offer Personalized Experiences on Shared Devices

Multi-User Support

With Multi-User support, WalkMe Mobile now works better to detect when users switch in your app so you can provide them with a personalized experience.

- Create personalized experiences in shared apps
- Ideal for shared devices in the field
- Track onboarding progress with different users
- Engage with different users on the same device with campaigns
- Switching user accounts is based on **End User Identifier API**

New Ways to Engage with Your Users

Segment by Onboarding Status and Survey Response
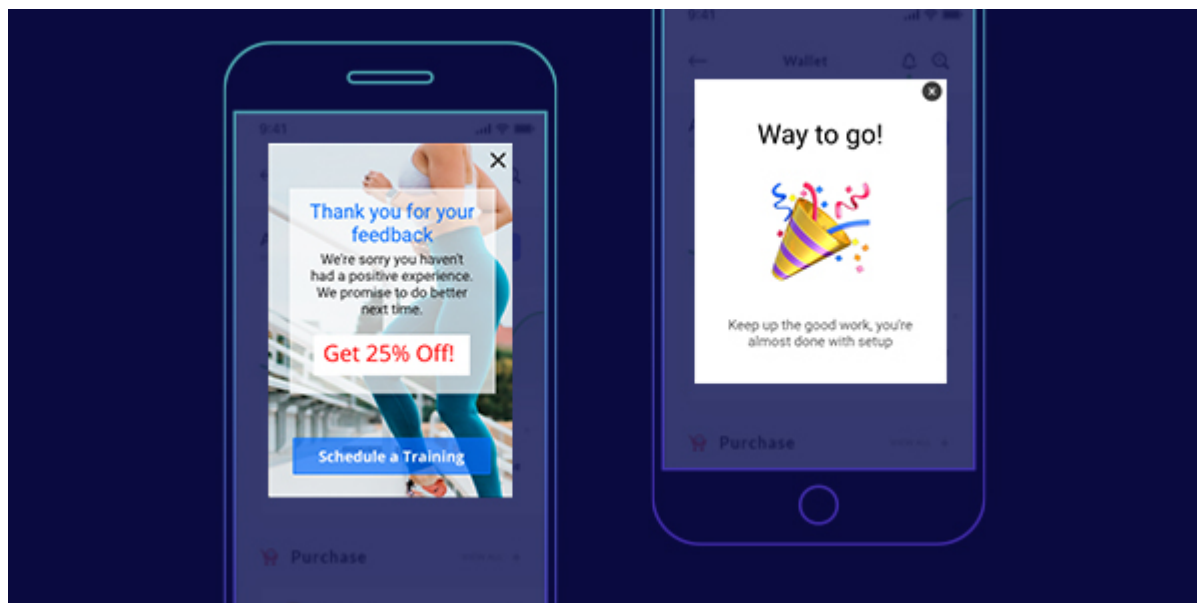
Our advanced engagement engine allows you to find the perfect users for any campaign. Now we're going even further by letting you target users based on their Onboarding progress or Survey responses so you can drive adoption and ensure a great customer experience.

- Respond to customer feedback
  - Create campaigns that improve the user experience if you get low satisfaction responses
  - Ask users what they are interested in, then promote relevant features to their use case
- Drive users to complete onboarding
  - Gamify the onboarding experience with rewarding messages
  - Remind users to complete their onboarding for greater adoption of your platform

How to get the latest features

Do you like what you see in this release? Just upgrade your SDK to get access to everything.

How to update your SDK.