

Workday®: Content Not Appearing As Expected? (Segmentation Issues)

Brief Overview

Sometimes, content you would expect to appear does not appear in preview mode or in the published environment. If this is the case, segmentation may be to blame. This article is meant to assist in the event of a suspected WalkMe for Workday® segmentation issue.

Identifying Whether Segmentation Is To Blame

To identify whether segmentation is causing an issue, first confirm that segmentation is applied to the content. If there are segmentation rules applied, follow the steps below:

1. Create a copy of the WalkMe item
2. Remove the segmentation rules in the copy
3. Test to see if the item is appearing without segmentation rules applied
 - If it still doesn't, then segmentation is not the issue
 - If it does appear, then this is probably a segmentation issue

Common Segmentation Issues

Worklet segmentation is coming up false

- This is expected behavior when viewing in the Editor
- Worklet segmentation will only work in Preview Mode or in a Published environment

Page or form segmentation is coming up false or is inconsistent

- This may be caused by switching between Play and Preview modes and not going to the homepage and refreshing the page before testing

Troubleshooting Segmentation Issues

1. Start by checking which rules are coming up false in the Editor
 - Note that "Worklet" segmentation will not be evaluated correctly in the Editor but only in Preview Mode or in a Published environment
2. Once you know which rules are coming up false, you should check using

walkMeWorkday.segmentation to see if the rule comes up false in Preview Mode as well

- If it comes up True in Preview Mode, then move onto the next false rule
- If it's false in Preview Mode as well, try to understand if it's supposed to be false or not
 - If it's supposed to come up true, check in a Published environment
- If it's false in a Published environment as well, please open a support ticket for assistance