# Capability comparison / limitations for Self-Hosting Mode

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This text provides an overview of the features and capabilities available in Self-Hosting mode compared to Userlane hosted.

It covers various functionalities such as analytics, tooltips, interactive guides, data validation, user segmentation, progress tracking, and integration with external knowledge bases.

| Capabilities | Self-hosted | Hosted |
|---|---|---|
| **HEART Analytics** <br> The ability to gain insight into the usage of an application, identify issues, increase user satisfaction, and ultimately improve the ROI. | ✕ | ✓ |
| **Content Analytics** <br> The ability to measure and understand the performance of your Userlane content. | ✕ | ✓ |
| **App Discovery** <br> The ability to reveal the applications your employees actually use. | ✕ | ✓ |
| **Portfolio Overview** <br> The ability to identify cost optimization opportunities and mitigate security risks associated with unauthorised application usage. | ✕ | ✓ |
| **Tags** <br> The ability to measure the usage of the specific elements/features within the external application. | ✕ | ✓ |
| **Tooltips (Hints and Beacons)** <br> The ability to explain and highlight individual elements within an application. | ✕ | ✓ |
| **Validators** <br> The ability to create custom validation rules for form fields within your target applications. | ✕ | ✓ |
| **Interactive Guides** <br><br> Step by step guidance through a process or workflow in an underlying app. | ✓ | ✓ |
| **Data Validation** <br> Help Managers validate users' input. | ✓ | ✓ |
| **Automation** <br> Automate process to navigate users quicker. | ✓ | ✓ |

| Capabilities | Self-hosted | Hosted |
|---|---|---|
| PDF Export<br>Take screenshots of every step of a Guide. | ✕ | ✓ |
| Auto translation<br>Translate your text in other set up languages. | ✕ | ✓ |
| Messages<br>Push notification to users announced within the external application, including Welcome Slide, Announcements, NPS Survey. | ✕ | ✓ |
| Userlane Assistant<br><br>A support menu that overlays the underlying app and provides access to the Userlane features. | ✓ | ✓ |
| Help menu in the Assistant<br><br>A tab menu within the Assistant where managers can connect external help documentation or external support assistance (e.g., link to ticket form) | ✓ | ✓ |
| Page Segmentation<br><br>Functionality that allows content to be targeted to a specific page in an application. | ✓ | ✓ |
| Guide links to share on request<br><br>The ability to provide a URL that links directly to starting a Guide within the application. | ✓ | ✓ |
| Userlane JS API<br><br>The ability to export data. | ✓ | ✓ |
| Basic User Segmentation<br>The ability to target specific content to groups of users. Basic capability uses tags to define user segments. | ✓ | ✕ |
| Advanced User Segmentation<br>The ability to target specific content to groups of users. Advanced capability uses user attributes to define user segments, which can be imported into Userlane or automatically added via SSO. | ✕ | ✓ |
| Visual progress tracking for the individual users<br>Showing end-users completion status of individual Guides and Chapters | ✕ | ✓ |
| Guide promotion<br>The ability to provide users with a push notification in the Userlane Assistant to complete a specific Guide. | ✕ | ✓ |

| Capabilities | Self-hosted | Hosted |
|---|---|---|
| **Search in the Assistant**<br>The ability to search for content in the Userlane Assistant (Guides, Announcements, Knowledge Base articles) | ✕ | ✓ |
| **Knowledge base integration**<br>The ability to connect Userlane with external knowledge bases and present the content in the Userlane Assistant. | ✕ | ✓ |