Userlane Content Types

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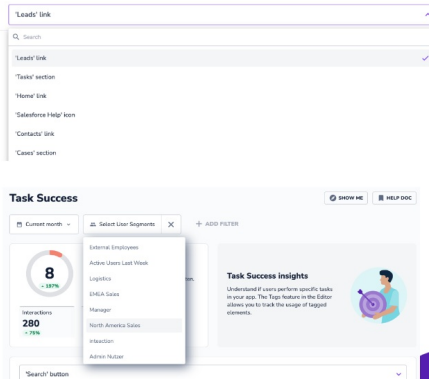
With Userlane users can learn and complete a specific task or process without requiring previous training.

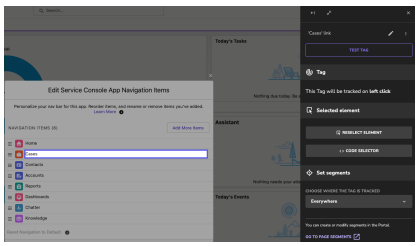
Userlane overlays the application, guiding the user through an end to end process.

Process Tracking

To better understand what processes need additional support, you can measure the usage of the specific elements/features in your application by using Tags.

Create the tracking in the Userlane Editor.



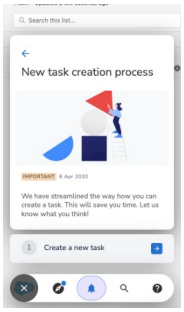


What	Why	Where
Tags	Understand if users are able to successfully complete predefined processes	• Create a Tag in Editor • Track its performance in Task Success on the Portal

Messages

Share messages directly on your application at the right time via the Userlane Assistant.

Create messages within the Userlane Portal.

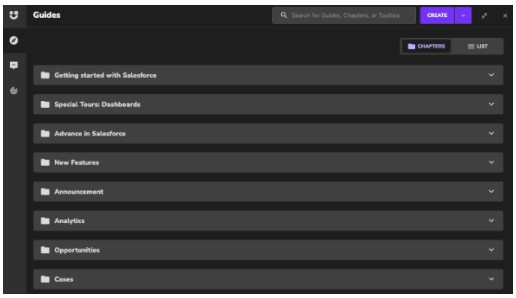


What	Why	Where
Announcements	update Users on important update, process changes or reminders Add additional content, such as images, guides, links	• Create messages on the Portal • Track performance in Content Analytics
Standard Surveys	Ask users questions about application functionality or content	
NPS Survey	track your user's loyalty and opinion based on how likely they are to recommend your app	
Welcome Slide	welcome new users to the Userlane Suite within the external application	

Guidance

Provide your users with information and instructions to successfully complete processes.

Create and maintain this content in the Userlane Editor.



What	Why	Where
Guides	Guide your users through processes step-by-step within the external application	• Create in Editor • Maintain in either Editor or on Portal • Track performance in Content Analytics
Tooltips - Hints	explain an element to help users complete a process	• Create in Editor • Track performance in Content Analytics
Tooltips - Beacons	highlight an element by drawing the user's attention with the help of a pulsating icon	