

Improvements and Fixes - June

Last Modified on 24.07.2025

Improvements

Portal

- Updated media modal for a better visual experience on the Welcome slide's Portal page.
- Adjusted color logic for the Heart scores: high scores now display in green instead of yellow to better reflect performance.

Editor

- We improved how segments are sorted in the Editor dropdowns when applying them to content so that they are now sorted alphabetically.
- We improved the authentication flow for how content types are displayed to Managers in the Editor.

AI Assistant

- We improved how the AI Assistant catches and displays errors from OpenAI when the offensive content filter has been triggered.
- We improved how the AI Assistant retrieves documents when a knowledge base integration exists to increase performance.

Other

- Implemented a couple of security improvements
- We improved how the Userlane Editor and Player works with cross-origin Iframes by adding support for nested cross-origin iFrames.

Fixes

Portal

- Reactivated the toggle to enable knowledge base search — previously missing due to outdated logic.
- Fixed an issue preventing CSV uploads on Portfolio Overview for US customers with large app volumes.

AI Assistant

- We fixed an issue where the OpenAI offensive content filter was being triggered for every user question.
- We fixed an issue where clicking on the AI Assistant but not the close button would close the AI Assistant.

Other

- Fixed the issue fix CORS policies that was blocking Assistant from showing up for customers using iFrames

- We fixed an issue where disabling URLs in the Portal did not disable Userlane from injecting on those URLs.
 - We fixed an issue where self-hosting snippets stopped working due to a related update.
 - We fixed an issue where search requests were being timed out to due a limitation in the backend service.
 - We fixed an issue where steps in Guide with attached videos or images would flicker if the attachment was too large or the browser zoom was set to 150% zoom or higher.
 - We fixed an issue where one element of the Userlane Assistant was not accessibility compliant.
-