

Improvements and Fixes - September 2026

Last Modified on 28.10.2026

Improvements

Portal

- We added a "does not start with" operator for text conditions in the Targeting builder.
- We added a download option to all HEART 2.0 charts, so you can export the data behind each chart as you could in HEART 1.0.
- We added a choice of time window to Goals: track a metric since the Goal's start date, or over a rolling 30-day window.
- We updated the Goal outcome list and the metrics linked to each outcome, making it easier to choose the right metric when creating a Goal.
- We reorganized parts of the Portal navigation: Application attributes now sit under Settings, Content Analytics sits under Intelligence, and Announcement analytics are back in Content Analytics.
- We added an Open Editor button to the Portal navigation.
- We updated terminology in Surveys: "Choose your audience" is now "Targeting", and the "Surveys" tab is now "Standard".
- We improved the HEART AI insights so the overview card always shows a clear message, including when a score has not changed or there is not enough data yet.
- We updated the help links and in-product Guides across the Portal so they open the latest documentation.
- We updated the list of application categories in property settings.

Editor

- We updated terminology in the Editor to match the Portal: Segmentation is now Targeting, User segments are now Audiences, and Page segments are now Page Rules.
- We made an improvement so that the Editor stays usable while your application shows a modal dialog.
- We updated the Guide and Tooltip editors to use tabs instead of expandable sections, matching the Validator editor.
- We added the option to select multiple Guides as Actions in a single Contextual Action.
- We improved naming in Contextual Actions: element contexts are now named after the element automatically, and names you set manually are no longer overwritten.
- We updated links from the Editor to the Portal to match the new Portal navigation.

Assistant

- We made an improvement so that Tooltips and Validators shown by a Contextual Action now hide when the context no longer applies and reappear when it applies again.

Other

- We added HEART 2.0 data to the public data export API.

Fixes

Portal

- We fixed an issue where analytics did not include events from the last hour of each day.
- We fixed an issue where adding a segment filter to HEART metrics switched the view to a different

property for users with access to several properties.

- We fixed an issue where some HEART 2.0 pages failed to load for properties with large amounts of data.
- We fixed multiple issues in HEART 2.0: the Adoption card now applies segment filters to license utilization, Task Success values are rounded, deleted Tasks no longer count toward Efficiency, and metric messages and links are consistent.
- We fixed several display issues in HEART 2.0 and Goals, including misaligned score gauges, extra decimal places, and inconsistent icons.
- We fixed an issue where Managers could not view CSAT analytics.
- We fixed multiple issues in Surveys: the User ID link in survey responses opened a Not found page, the Create Survey button did not offer NPS, and deleting a survey opened its analytics page.
- We fixed multiple issues after the navigation update, including broken links on the deployment landing page and the file transfer page, and an unnecessary horizontal scroll bar.
- We fixed an issue where Claude was not classified as an AI application in App Discovery.

Editor

- We fixed an issue where recording a Guide created two steps for a single click.
- We fixed an issue where testing a Task in the Editor did not recognize text typed into certain input fields.
- We fixed an issue where Editor text fields, such as the Validator AI prompt, could not be typed in on some applications while recording or previewing.
- We fixed an issue where the Add Guide and step pickers in the Tooltip settings were cut off and could not be searched or scrolled.
- We fixed multiple issues in the Contextual Action builder: Validators showed as "[deleted]", unpublished Messages could not be added as Actions, and context search, drag and drop, and firing of multiple Contextual Actions did not work as expected.
- We fixed several display issues in the Editor, including incorrect icon colors, dropdowns that looked disabled, and long labels overflowing.

Assistant

- We fixed an issue where Guide steps that rely on a click could not find their target element in Firefox.
- We fixed an issue where certain Page Rule conditions prevented Announcements from being shown.
- We fixed an issue where a Validator linked to a Contextual Action was shown even when the Contextual Action's context was not present.
- We fixed an issue where the AI Assistant returned no knowledge base results for properties created after the knowledge base integration was set up.

Other

- We fixed multiple backend stability and performance issues, including slower loading of content for end users, errors when removing a language from a property, and errors when copying content.
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