

Improvements and Fixes - April 2026

Last Modified on 28.10.2026

Improvements

Portal

- We added auto-translation to the texts under Customize, with a progress bar while translations are created.
- We added a case sensitivity option to segments, so you can choose whether attribute values must match upper and lower case exactly.
- We added a "started from" table to Guide analytics that shows where users start each Guide.
- We redesigned the chart on the Content overview page to make it more compact and easier to read.
- We updated the attributes page so you can see where an attribute is used in a side panel.
- We improved refining Message text with AI: you now see a preview, a loading state, and a confirmation before the text is replaced.
- We renamed the Language and Texts items in the Customize menu to make clear which page holds text export and import and which holds default texts.
- We postponed the deprecation of the Manage page to 1 June 2026.

Other

- We improved the processing of step error data so that error alerts are sent with less delay.

Fixes

Portal

- We fixed multiple issues with segments and user attributes: segments could not be created after the case sensitivity update, attribute titles could not be added or edited, uploaded attribute values were not always shown, and attributes in the user side panel were incorrect.
- We fixed issues on the File transfers page: files from manual uploads could not be downloaded, and Guide exports were missing for some properties.
- We fixed an issue where the user activity page showed incorrect dates and did not load Guides.
- We fixed an issue where the user import steps showed technical labels instead of readable text.
- We fixed minor display issues, including a filter dropdown that stayed open after selecting All and a cut-off message in the App Discovery list.

Editor

- We fixed an issue where the Editor stopped working when opening a Guide or Tooltip inside a pop-up in some applications.
- We fixed an issue where the Editor jumped to the wrong step after a preview.
- We fixed an issue where generating text with AI did not work in the Editor.
- We fixed an issue where auto-translation in the Editor failed with a timeout error.
- We fixed an issue where Guide links pointed to the EU server for properties hosted on the US server.
- We fixed an issue where the Translate button was misaligned with the Language dropdown.

Assistant

- We fixed an issue where a conflict error prevented the Assistant and the Editor from opening, or prevented content from being saved, for some customers.

- We fixed an issue where the Assistant kept opening while users navigated in Salesforce.
- We fixed an issue where a Guide showed two steps at once after navigating to an area of the application that uses an iframe.
- We fixed an issue where a Guide stopped working after the page reloaded.

Other

- We fixed multiple backend stability issues, including errors when saving segments and loading content
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