Improvements and Fixes - October 2026

Last Modified on 02.11.2026

Improvements

Portal

- We added new Goal metrics, including NPS score and Validator compliance rate.
- We made an improvement so that Goals can be created without a start value and can have targets of 0 or below.
- We added an Outcome column to the Goals list and made it easier to select multiple items when creating a Goal.
- We added session metrics from the previous HEART Engagement view to the URLs page.
- We added an option to customize and translate the message shown while a Guide step is automated, on the Customize default texts page.
- We improved Portal performance by removing duplicate requests and speeding up page loading, including Application Settings and the bulk user import.
- We added validation so that only valid language codes can be added in the Portal language settings.

Editor

- We added a Duplicate action for Tasks in the Editor.
- We added a Responded status to survey contexts in Contextual Actions, with an optional filter on the score given, so you can react to how users answered.
- We added action testing to test mode for Contextual Actions, so you can confirm which actions would fire.
- We added a "once per session" refresh option for Tooltips and Validators and made it the default for new Contextual Action actions.
- We added short explanations to the element operators in Contextual Actions.

Assistant

- We added a close button to Tooltips and Validators shown by Contextual Actions, so end users can dismiss them.
- We improved how Userlane detects whether elements are visible in large web applications.

Fixes

Portal

- We fixed an issue where users with the Analytics Viewer role saw an error when opening HEART.
- We fixed an issue where the chapter filter did not update the main graph in Guide analytics.
- We fixed multiple issues related to Content Analytics, where user counts and failure rates did not match between the overview and step details, and Guide starts from Contextual Actions were not counted.
- We fixed an issue where survey responses were missing from analytics for properties with app analytics turned off.
- We fixed an issue where unanswered surveys showed no reach on the Surveys page and NPS without responses showed a score of 0.
- We fixed an issue where Announcement analytics totals included values from surveys.
- We fixed an issue where Segment previews and analytics excluded users with no value for negative text filters such as "does not contain".

- We fixed multiple issues related to Goals: segmented Goals showed progress for the whole property, start values for survey and NPS metrics and future Goals were incorrect, and dates could shift around midnight.
- We fixed an issue where the "All languages" toggle turned on languages without texts when publishing Announcements, surveys, and NPS, which caused saving to fail.
- We fixed an issue where saving company-level SSO or browser extension settings could fail.
- We fixed an issue where settings and profile links returned an error when opened from the multi-app level.
- We fixed an issue where pasting into text fields did not work in Firefox.
- We fixed an issue where tooltips were positioned incorrectly for Guides with long titles.

Editor

- We fixed an issue where unpublishing a Guide in one chapter also unpublished it in other chapters.
- We fixed multiple issues where the Editor got stuck in preview, causing Guides to restart on every page load or become impossible to reopen after using step automation.
- We fixed an issue where the Editor disappeared after a page change in certain cases.
- We fixed an issue where text fields in Validators lost focus while editing.
- We fixed an issue where Guide languages still showed as published after the Guide was unpublished from the menu.
- We fixed an issue where deleting a Contextual Action from its header menu had no effect.
- We fixed an issue where the Editor showed no error when saving a Guide or chapter status failed.

Assistant

- We fixed an issue where Validators did not detect completed picklist and pop-up fields, so no feedback or warning was shown.
- We fixed multiple issues where Guide steps inside pop-up dialogs in certain applications were not shown or not found.
- We fixed an issue where recurring Announcements reappeared one day later than the configured interval, and were not shown again to users who had read them in the Assistant panel.
- We fixed an issue where accessibility mode moved focus away from fields in the host application, which prevented some Guide steps from being completed.
- We fixed an issue where Tag and Task tracking stopped working and the Assistant sometimes did not load in Safari and iOS browsers.
- We fixed an issue where Userlane stopped working in Firefox until the page was reloaded after the browser stopped a slow script.
- We fixed an issue where custom starter questions in the AI Assistant chat did not work.

Other

- We fixed an issue where loading the Assistant was slower for properties with many Contextual Actions.
- We fixed an issue where restrictions on changing a Manager's email address under SSO were not applied in certain cases.