# Oracle Guided Learning 24A Release Notes

| FEATURE DESCRIPTION | ROLE | ADDITIONAL INFORMATION |
|---|---|---|
| **IMPORTANT NOTE** | Administrator<br>Developer | • This document may be updated periodically as new updates, changes, or fixes are implemented after the scheduled quarterly release.<br>• Refresh this document regularly for updates and note the document version in the page footer for the latest information. |
| **Changes to OGL Sign-In Screen** | Administrator<br>Developer | • This enhancement to the OGL sign-in screen removes the option for users to sign in to the OGL console with their OGL Account login and password.<br>• Users must sign into the OGL console using either an Oracle Account or their company's federated Single Sign On (SSO).<br>• This enhancement aligns OGL with industry security best practices and improves user security. |
| **Diagnostic Tool** | Administrator<br>Developer | • This new feature allows content developers to diagnose different types of guide issues they may encounter and efficiently troubleshoot them from within the application.<br>• This feature adds an additional option for content developers to independently troubleshoot and remediate common types of guide issues without the need to contact support.<br>• Content developers can enable the diagnostic tool on any page of the host application to quickly identify and resolve common guide issues. |
| **Guide Lifecycle Management Using Labels** | Administrator<br>Developer | • This enhancement to guide labels enables administrators and content developers to manage guides more effectively and collaboratively throughout the content lifecycle.<br>• With this enhancement, console users can create, manage, and assign custom labels to guides for use in organizing and filtering guides accordingly to their labels.<br>• Labels can also be created, assigned, and managed for multiple guides as a bulk action. |
| **Redwood Design Guide Editor - Advanced Guide Activation and Time Conditions** | Administrator<br>Developer | • This enhancement to the Redwood Design Guide Editor adds the ability for content developers to add and manage advanced guide activation and time conditions from within the editor. |


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| FEATURE DESCRIPTION | ROLE | ADDITIONAL INFORMATION |
|---|---|---|
| **Guide Activation: Part I of II - Allow creating condition based on end-user's First Login** | Administrator<br>Developer | • This enhancement to guide activation allows administrators and developers to display a guide (new features/welcome) to users based upon the user's first login date.<br>• This adds flexibility to activation conditions by allowing guides to be triggered and activated based on the user's first login to the host application. |
| **Analytics Report Enhancement – User Variables** | Administrator<br>Developer | • This enhancement to OGL Analytics Reports allows administrators to capture user variables associated with the embed script in the analytics and have them displayed as a column in the report download.<br>• This feature requires a setting to be enabled by an Oracle administrator to include user defined fields in Analytics reports.<br>• To request this option, please submit a service request. |
| **Saved Analytics Searches** | Administrator<br>Developer | • This enhancement to the OGL console allows administrators to easily save filter parameters as "Saved Searches" in the Analytics Dashboard.<br>• This adds efficiency and convenience in managing guides in the future by allowing users to save and re-use filter parameters. |
| **Auto-Resizing Tooltips for Multi-Language Guides** | Administrator<br>Developer | • This enhancement adds the ability when using multi-languages guides to have tooltips automatically resize depending on the amount of text in each language independently.<br>• Tip width and length for all the translated languages are not dependent on the English guide and will auto-resize depending on the amount of text on each tool tip. |
| **Fusion Seeded Roles** | Administrator<br>Developer | • This enhancement to the OGL console helps content developers and administrators to better manage custom roles that are used in guide activation conditions.<br>• This enhancement also flags Guide Health Errors when undefined roles are used in guide activation conditions. |
| **Remind Me Later Enhancement** | Administrator<br>Developer | • This enhancement to the existing Remind Me Later functionality allows end-users in the host application to temporarily hide auto-launched guides and to specify a time delay for the guide to relaunch at a later time that may be more convenient for user to take action.<br>• The Remind Me Later option is now enabled in the Guide Settings of the guide card in the OGL console as well as in the Redwood Guide Editor. |


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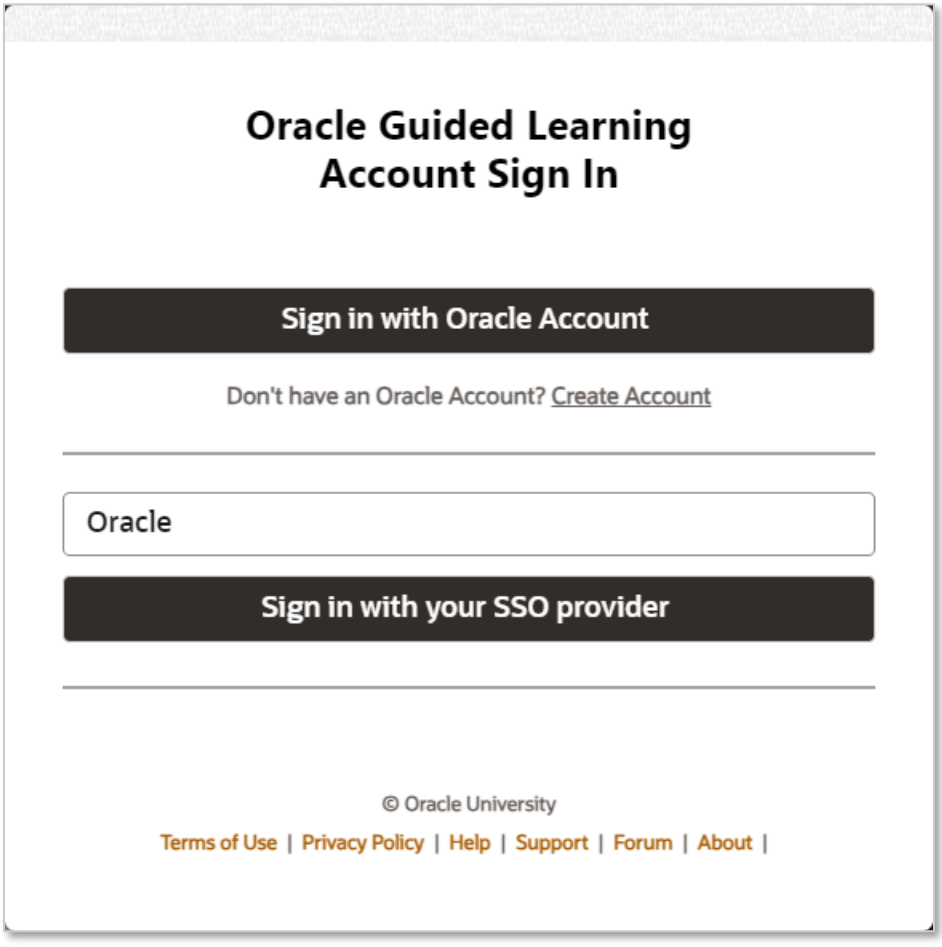
## CHANGES TO OGL SIGN-IN SCREEN

To enhance data security and privacy, OGL is changing the way that users sign in to the OGL console. Beginning in OGL 24A, you must sign in to the OGL console using your **Oracle Account** or your company's Federated Single Sign-On (SSO)*.

If you do not have an **Oracle Account**, you can easily create one. This is the same account that you use to access other Oracle services, such as Customer Connect, My Oracle Support, and My Learn. When creating your **Oracle Account**, please be sure to use the same email address that is associated with your OGL account.

The OGL Account sign-in option will be removed in OGL 24A. Please switch to your **Oracle Account** to sign in to OGL as soon as possible.

**Note**: If you wish to sign in to OGL using your company's Single Sign-On (SSO), you will need to request a one-time configuration to federate your company's SSO with OGL. Please contact your OGL account manager for details or log an OGL support ticket.





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## DIAGNOSTIC TOOL

This new feature allows content developers to diagnose different types of guide issues they may encounter and efficiently troubleshoot them from within the application.

This feature adds an additional option for content developers to independently troubleshoot and remediate common types of guide issues without the need to contact support.

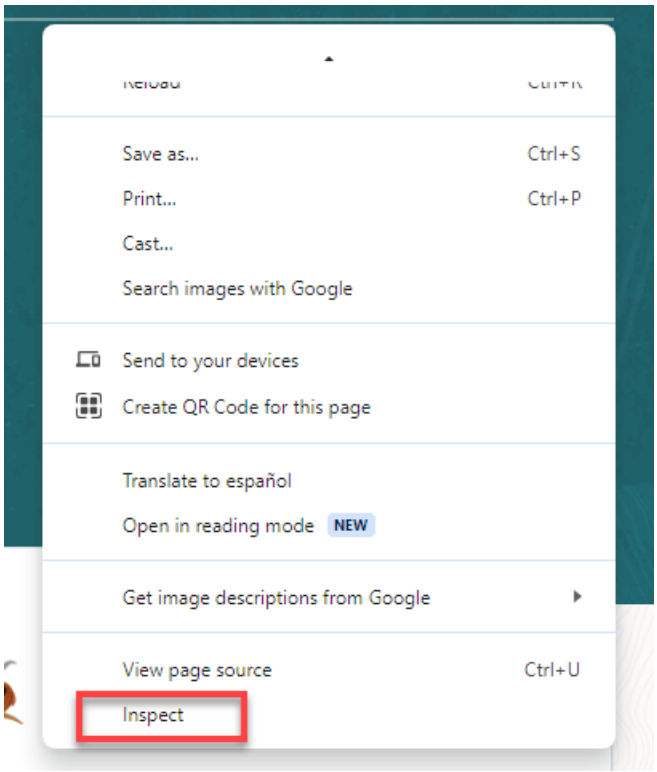
Content developers can enable the diagnostic tool on any page of the host application to quickly identify and resolve common guide issues.

Some common questions that this tool can help to answer include:

- What user fields are set for this user? (maybe the guides are not launching because the field you are expecting is not set.)
- Is OGL embedded with env = dev or prod?
- How do I identify the page I am on?
- What guides are currently running on this page? (this can be used to identify which guide is displaying an unwanted tooltip)

### Launching the Diagnostic Tool

To invoke the Diagnostic Tool from any page on the host application, right-click anywhere on the page, then select **Inspect**.





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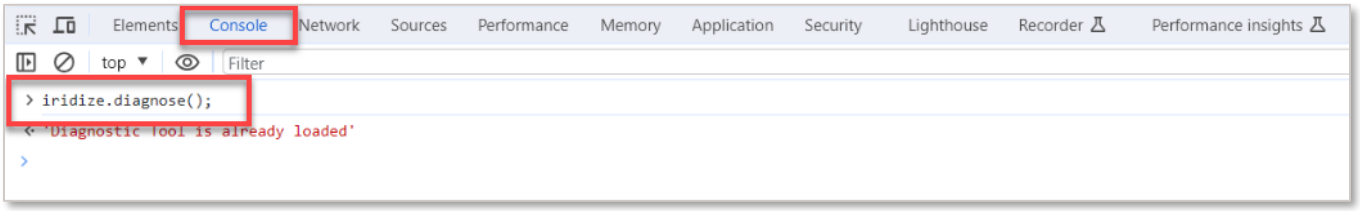
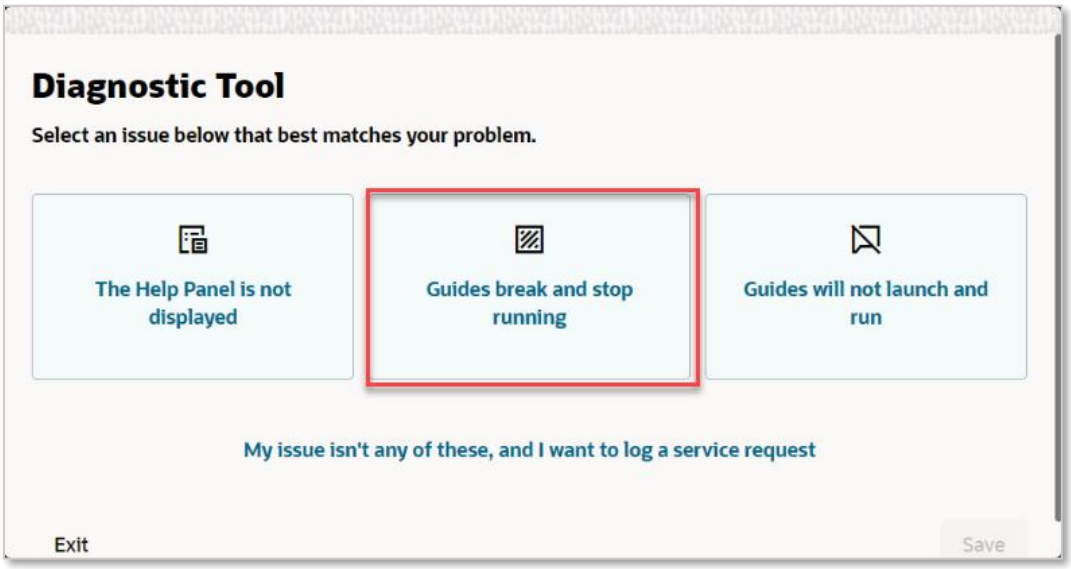
In the Inspect panel, select **Console**, then enter the following text string into the command line:
`iridize.diagnose();`

Then press the **Enter** key




The Diagnostic Tool will open. Select an issue that best matches the issue that you are experiencing.

(**Note**: You may close the Inspect panel to expand the browser back to normal size.)





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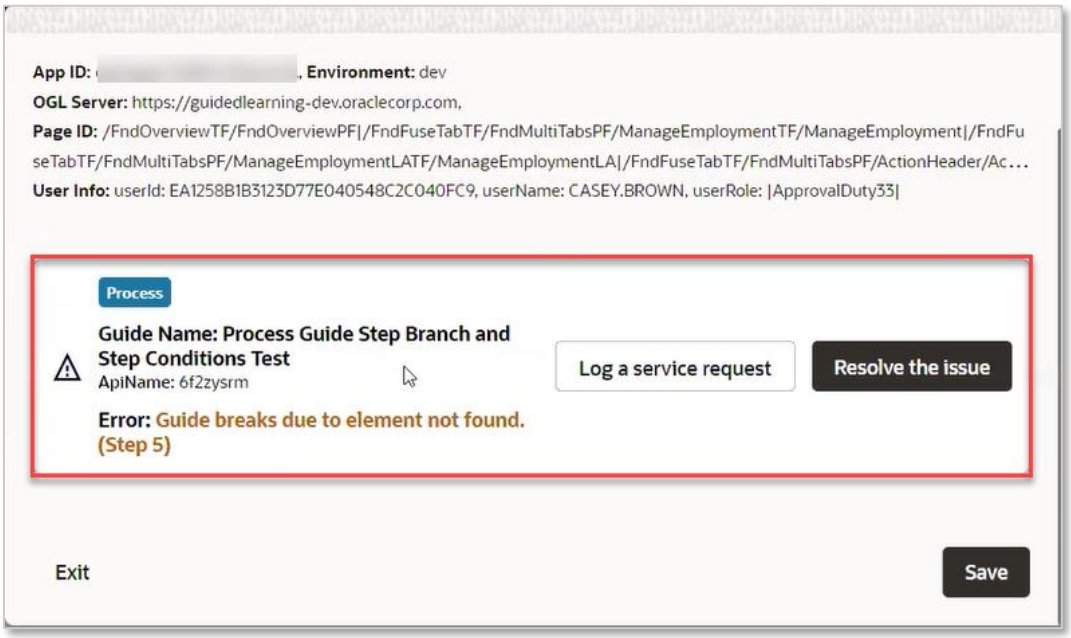
The Diagnostic Tool will display any errors it identifies with a description of the error that includes relevant information about the guide error, including: AppID, Environment, OGL Server, Page ID, User Information (if applicable), Guide Name, ApiName, and Error Description.




Select **Resolve the issue** to be guided to the relevant OGL user documentation where you can find information on how to resolve this issue.

If this does not resolve the issue, you can also select **Log a service request** to be directed to the appropriate OU Support page to submit a request for support.

Select **Save** if you wish to download a text file containing all relevant information about this issue, which can be provided to the Support team to help facilitate a resolution more quickly.

### Known Issues / Expected Behavior

- The Diagnostic Tool will only work with **OGL 24A Player Package** and is not backward compatible to applications relying on an older version of OGL's Player Package (prior to 24A).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## GUIDE LIFECYCLE MANAGEMENT USING LABELS

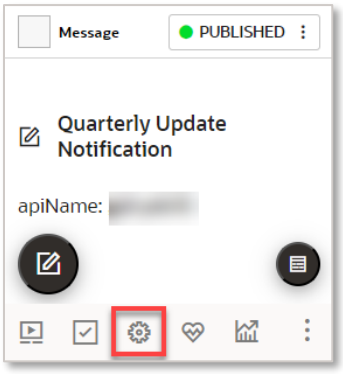
As an OGL content developer or content manager working in collaboration with others, you may need to quickly understand the status of guides throughout the content development cycle, and easily find the guides that you need to work on, so that you can efficiently take action on tasks that are your responsibility.

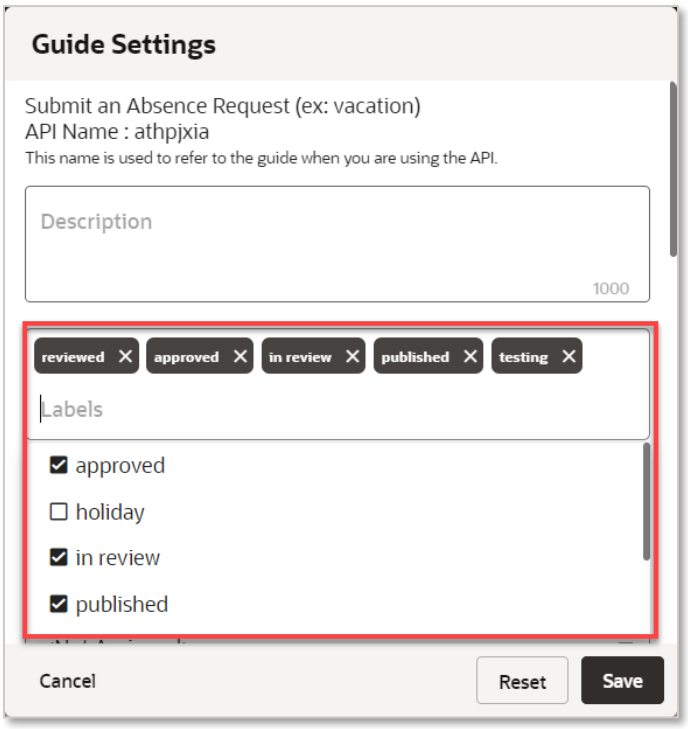
This enhancement enables administrators and content developers to better manage guides throughout the content lifecycle by employing custom labels that clearly identify the status of your guides accordingly to your own organizational needs.

With this enhancement, console users can create, manage, and assign custom labels to guides for use in organizing and filtering guides accordingly to their custom labels. Labels can also be created, assigned, and managed for multiple guides as a bulk action.

### Managing labels for individual guides

For individual guides, labels can be created, assigned, or removed at the guide level by using the **Guide Settings**:





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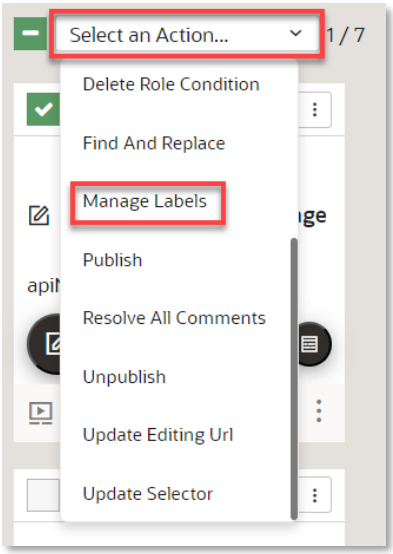
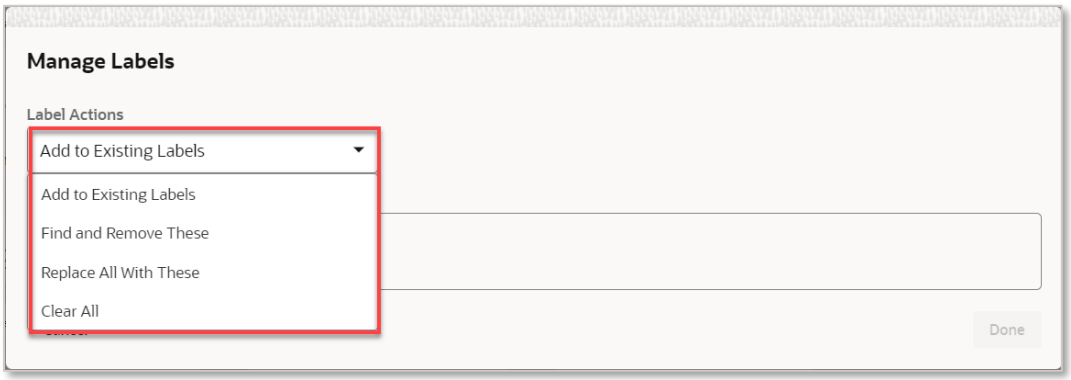
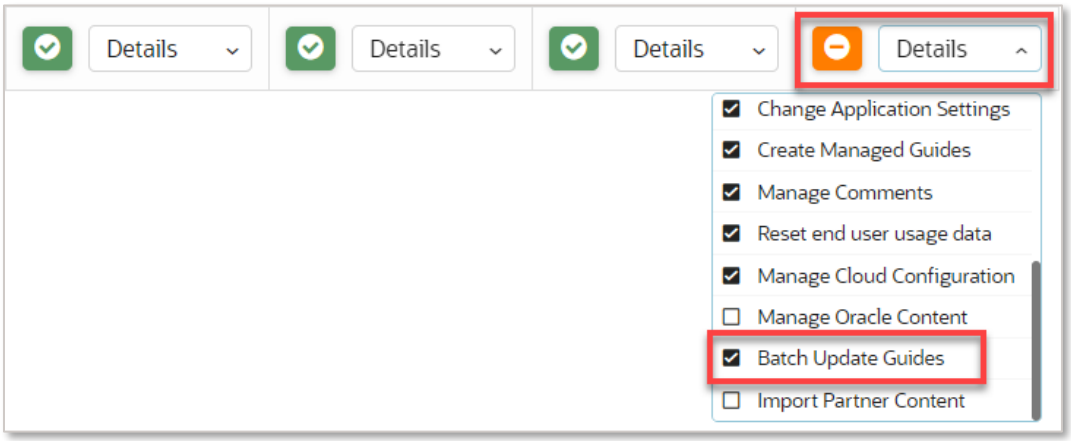
### Managing labels for multiple guides (Bulk Action)

For multiple guides, labels can also be created, assigned, edited, or removed in bulk by using the **Manage Labels** action in the **Bulk Actions** menu:




**Note**: The Mange Labels bulk action requires the Owner role > Batch Update Guides permission:





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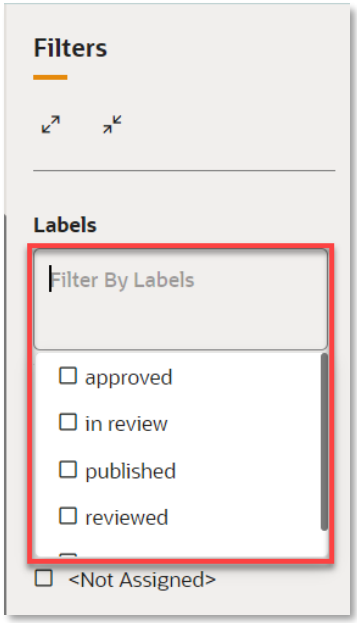
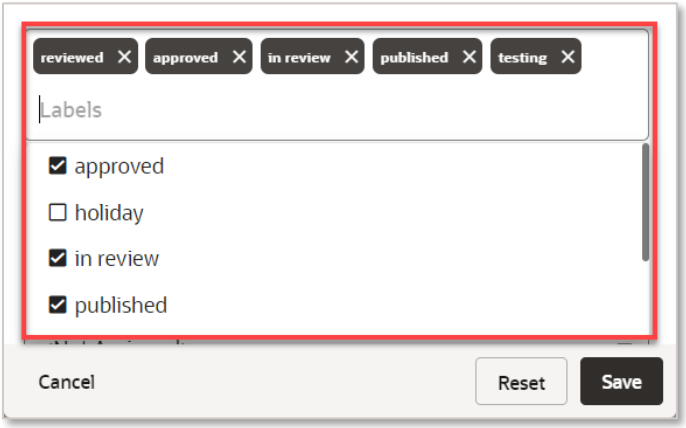
### Filtering Guides by Labels

Once labels are assigned to guides, you can filter guides based upon their labels by using the **Labels** filter in the OGL console located on the right side of the My Content page:




## Known Issues/Expected Behavior

- Once labels are created, they will automatically populate in the Labels field in the Guide Settings and Manage Labels modals only for the AppID on which the labels were created.
- While you can create, assign, or remove labels for individual guides or multiple guides, you will not be able to delete any labels once they have been created. Look for an enhancement to this feature in a future release.





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## REDWOOD DESIGN GUIDE EDITOR - ADVANCED GUIDE ACTIVATION AND TIME CONDITIONS

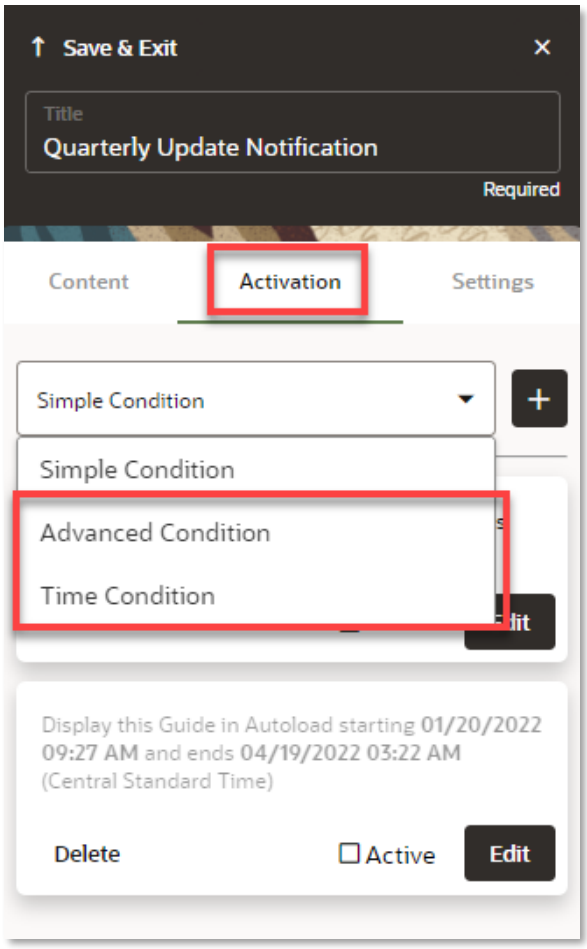
This enhancement to the Redwood Design Guide Editor expands on the existing functionality for content developers to add and manage guide activation conditions from within the editor without having to return to the console.

With this enhancement, the Activation tab now allows content developers to conveniently add and manage **Simple Conditions**, **Advanced Conditions,** and **Time Conditions** for a guide directly from within the editor, adding more efficiency and convenience.

Included in this enhancement are changes that have been applied to the UI components in the OGL console to maintain overall consistency in design and user experience between the Redwood Design Guide Editor and the Guide Activation settings modal in the console. (See **UI/UX Enhancements**)

With this enhancement, console users will be able to perform the following actions directly from the Redwood Design Guide Editor:

- Navigate to guide activation conditions
- Add Simple, Advance, and Time activation conditions
- Enable or disable activation conditions
- Edit activation conditions
- Delete activation conditions





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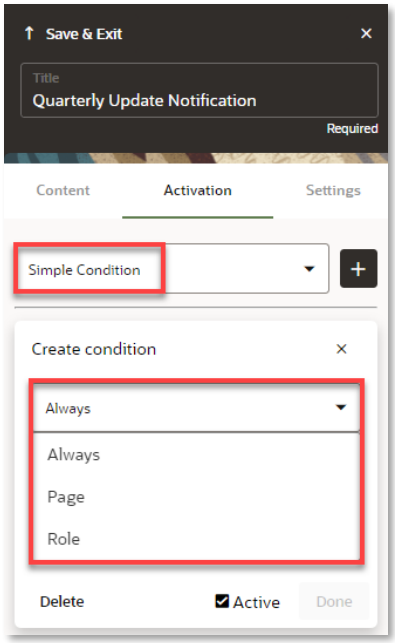
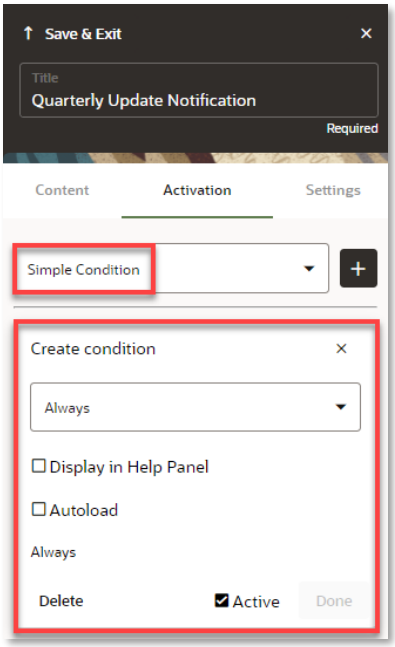
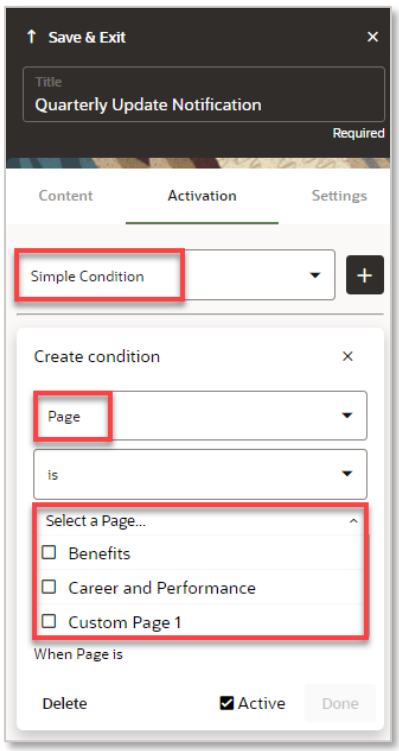
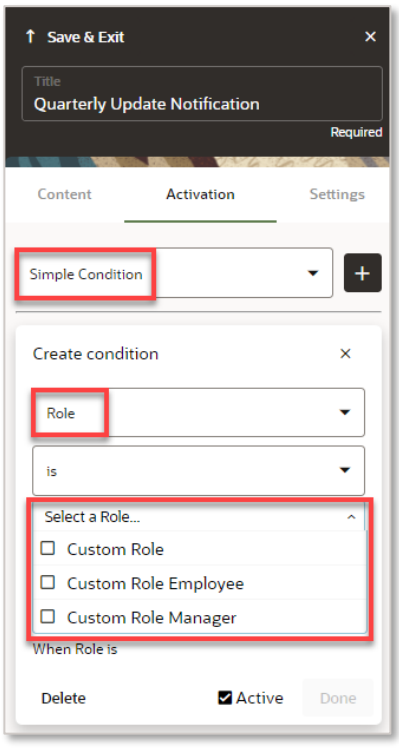
## Adding a Simple Condition in Redwood Editor





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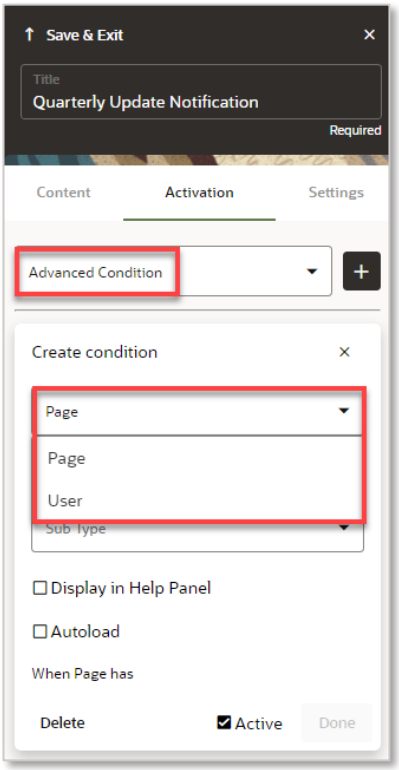
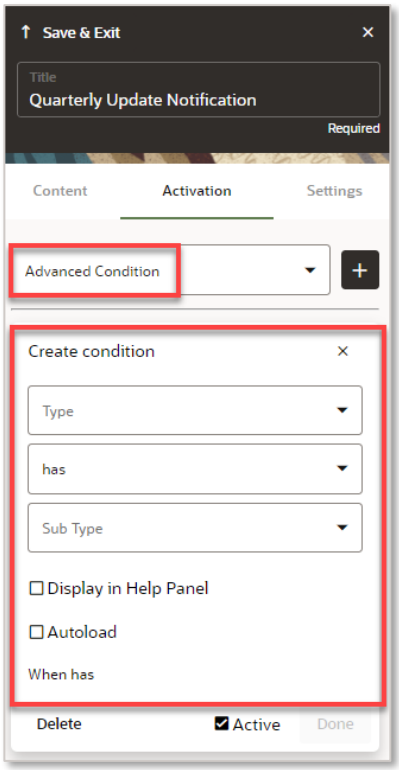
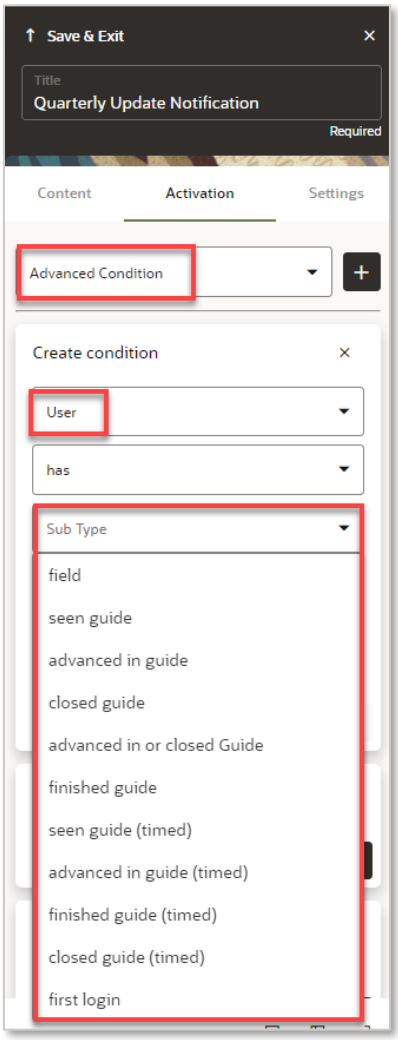
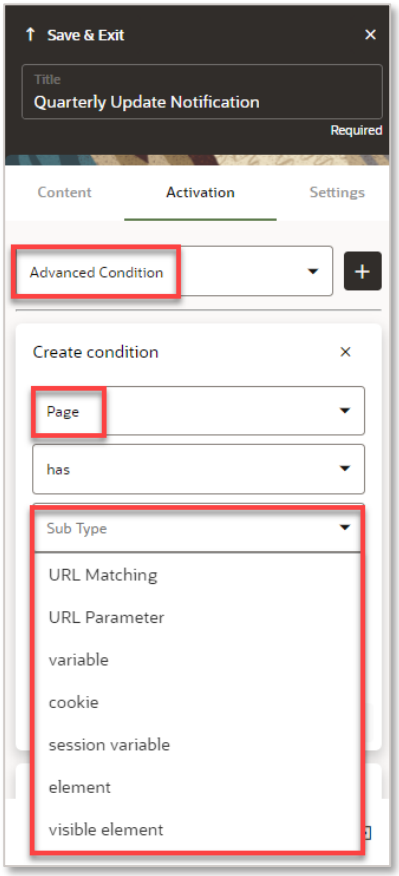
## Adding an Advanced Condition in Redwood Editor





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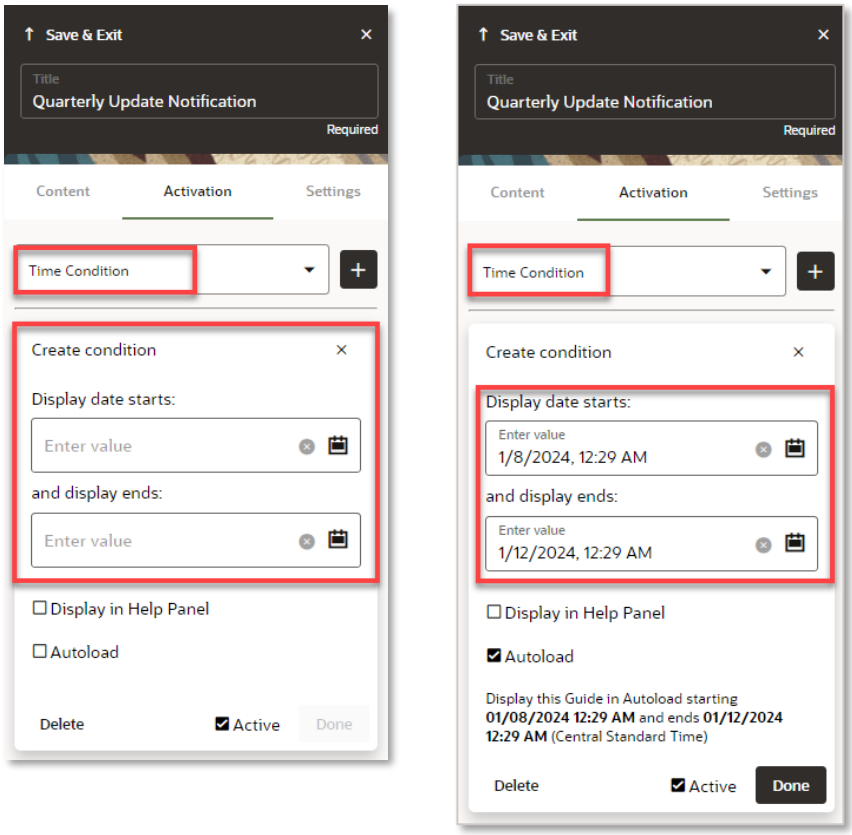
## Time Condition in Redwood Editor





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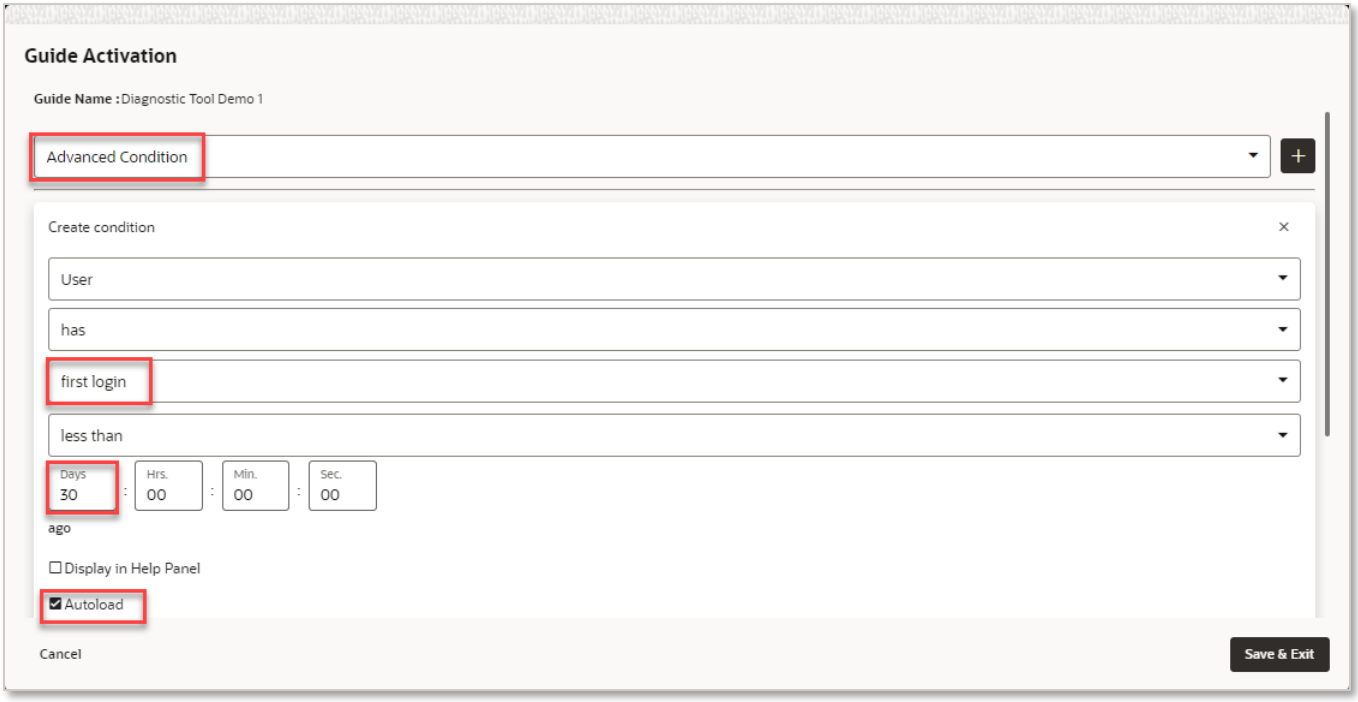
## GUIDE ACTIVATION - ALLOW CREATING CONDITION BASED ON END-USER'S FIRST LOGIN

This enhancement to guide activation allows administrators and developers to display a guide (new features/welcome) to users based upon the user's first login date.

This adds flexibility to activation conditions by allowing guides to be triggered and activated based on the user's first login to the host application.

For example, you may want to display a guide for a new user only within the first 30 days since their first login. In this case, you could apply the following Advanced Condition:





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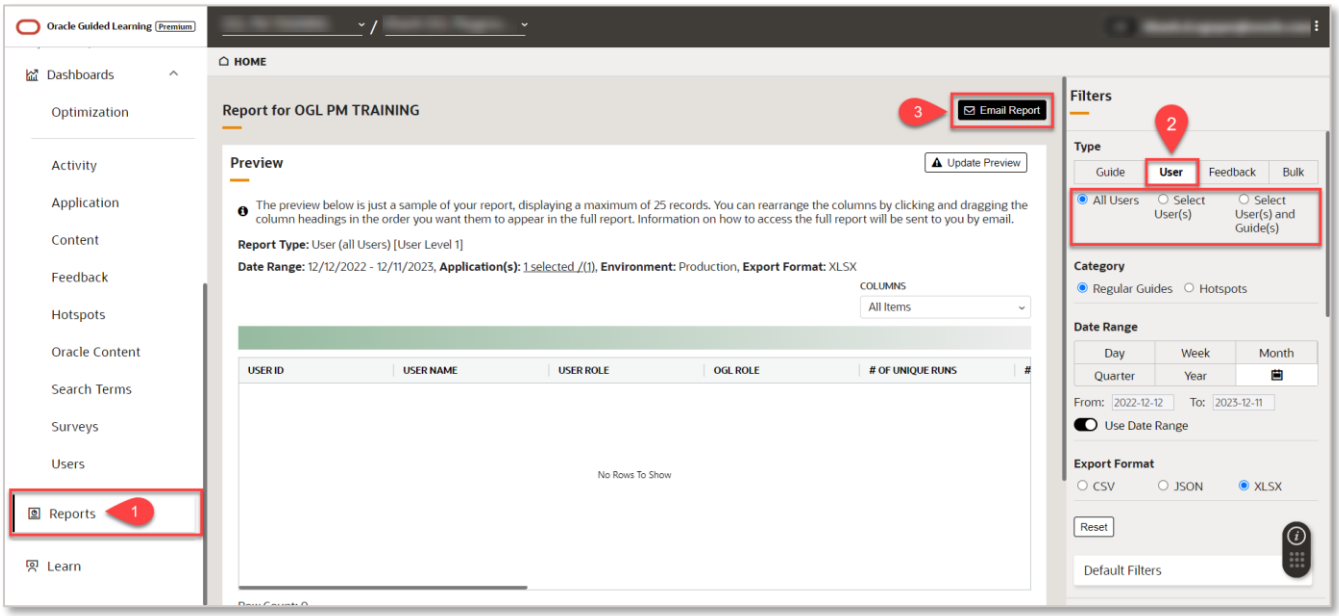
## ANALYTICS REPORT ENHANCEMENT – USER VARIABLES

For OGL customers who use custom-defined user variables in their embed script, this enhancement to OGL Analytics Reports allows administrators to capture these user variables in the analytics and have them displayed as a column in the report download.

This feature requires the OGL administrator to customize their OGL Javascript API (JS API) and defined the user variables they wish to call. Additionally, you will need to submit a service request to have an Oracle administrator enable the "Include user defined fields in Analytics reports" on your AppID.

Once the above configuration has been applied, you can include these user variables in your Analytics Reports:





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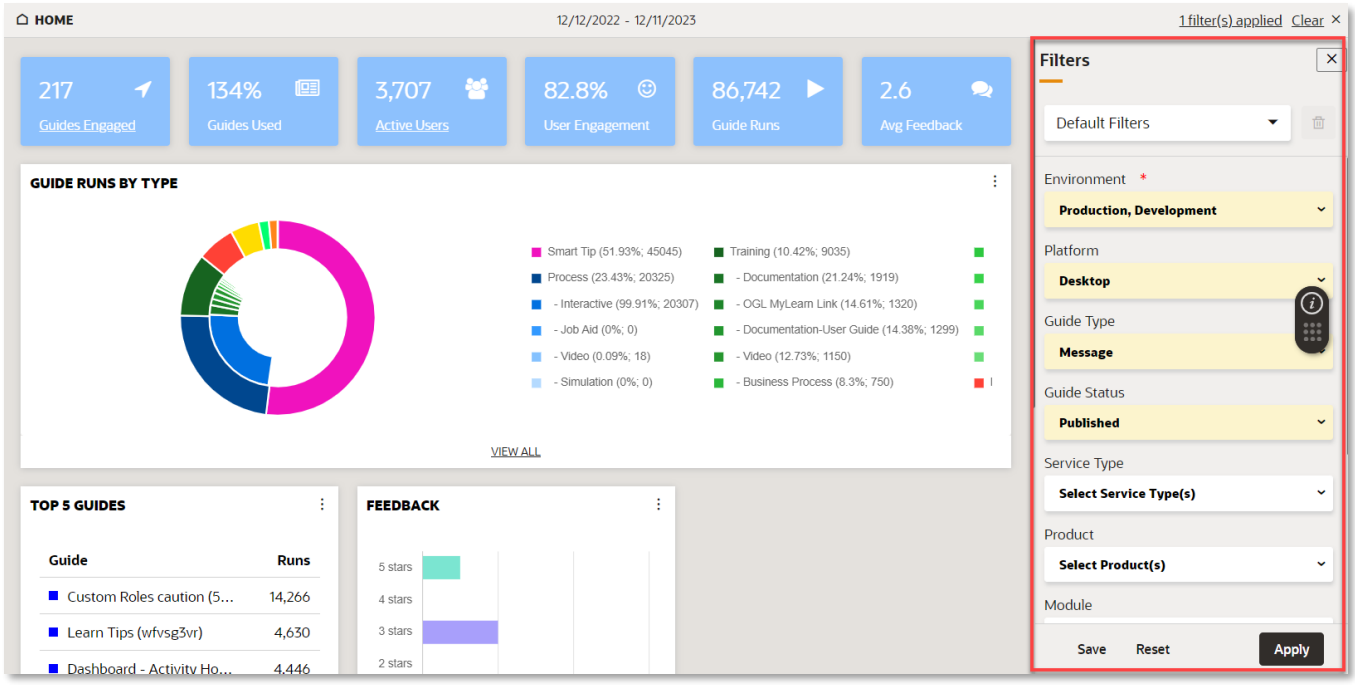
## SAVED ANALYTICS SEARCHES

This enhancement to the OGL console allows administrators to easily save filter parameters as "Saved Searches" in the Analytics Dashboard.

This adds efficiency and convenience in managing guides in the future by allowing users to save and re-use filter parameters.





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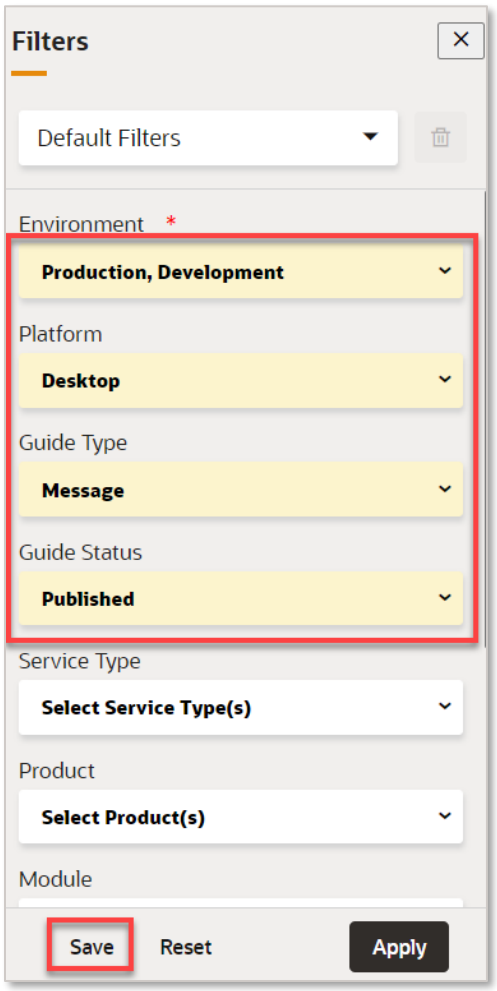
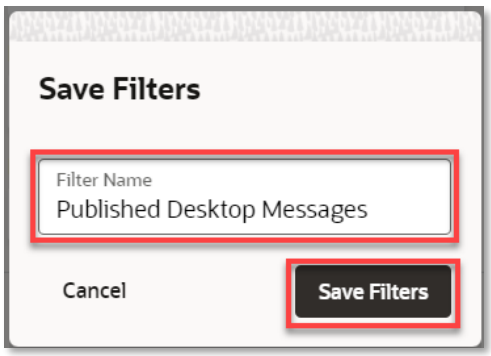
### Saving Analytics Filters

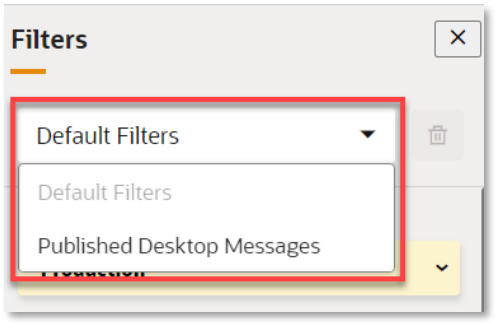
When applying filter parameters in OGL Analytics, you may wish to save these parameters for future use to efficiently reapply the same filter. Once you have set your filter parameters, select **Save** at the bottom of the **Filters** panel:




### Applying Saved Filters

To reapply the saved filter in the future, simply select it from the Filters dropdown menu at the top of the Analytics Filters panel.





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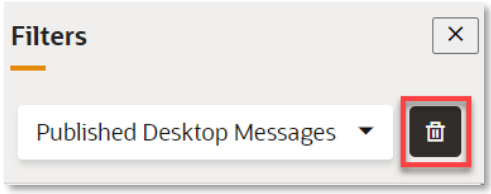
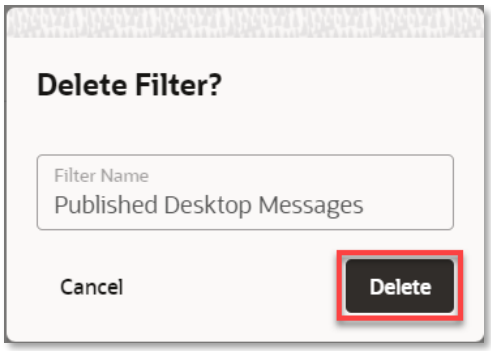
### Deleting Saved Filters

To delete any saved filters, select it from the Filters dropdown menu, then select the **Trash** button to the right.




Select **Delete** to confirm.




A confirmation message will appear at the top of the page.

## Known Issues/Expected Behavior

Saved Analytics Filters are specific to the AppID in which they were created and cannot be applied to another AppID. You will need to recreate the saved filters on each AppID on which you wish to apply them.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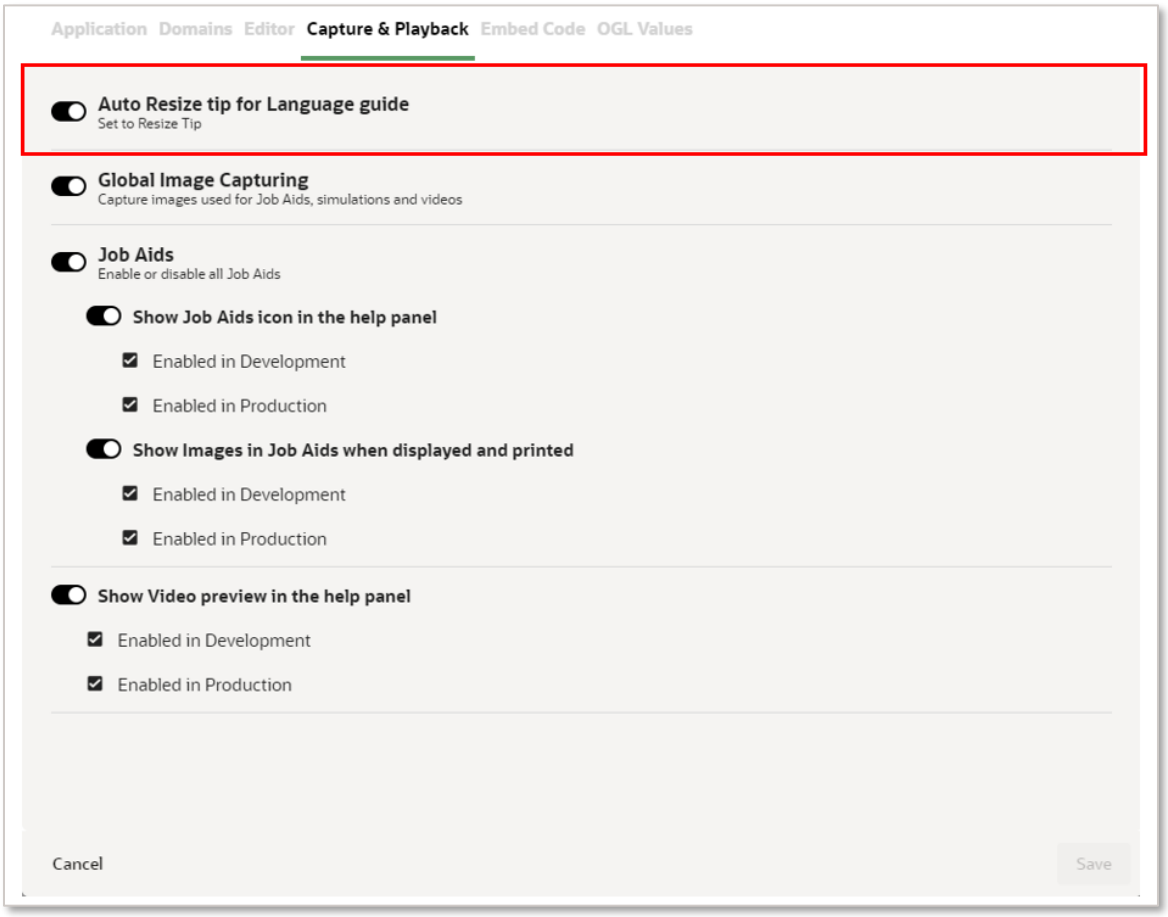
## AUTO-RESIZING TOOLTIPS FOR MULTI-LANGUAGE GUIDES

There may be times when guide text is longer in a translated language than it is in the default language. This enhancement enables content developers to have tooltips automatically resize depending on the amount of text in each language independently.

Tip width and length for all the translated languages are not dependent on the English guide and will auto-resize depending on the amount of text on each tool tip.

To enable auto resizing of tips for translated guides, go to **Settings > Application > Capture & Playback** and look for the turn on the following setting:





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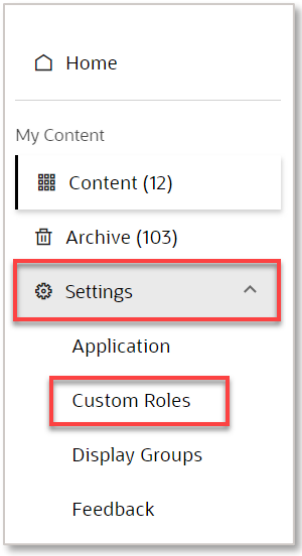
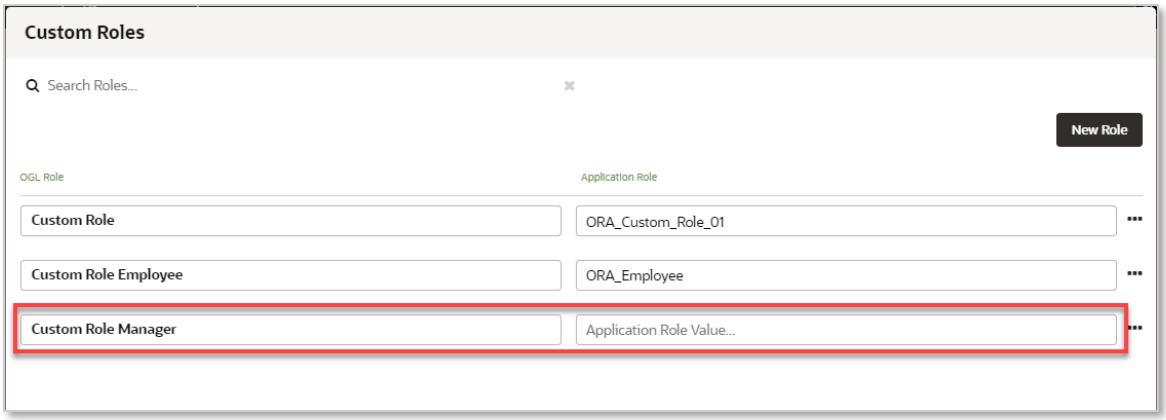
## FUSION SEEDED ROLES

This enhancement to the OGL console helps content developers and administrators to better manage custom roles that are used in guide activation conditions.

You may have a Custom Role that is not mapped to an associated Application Role





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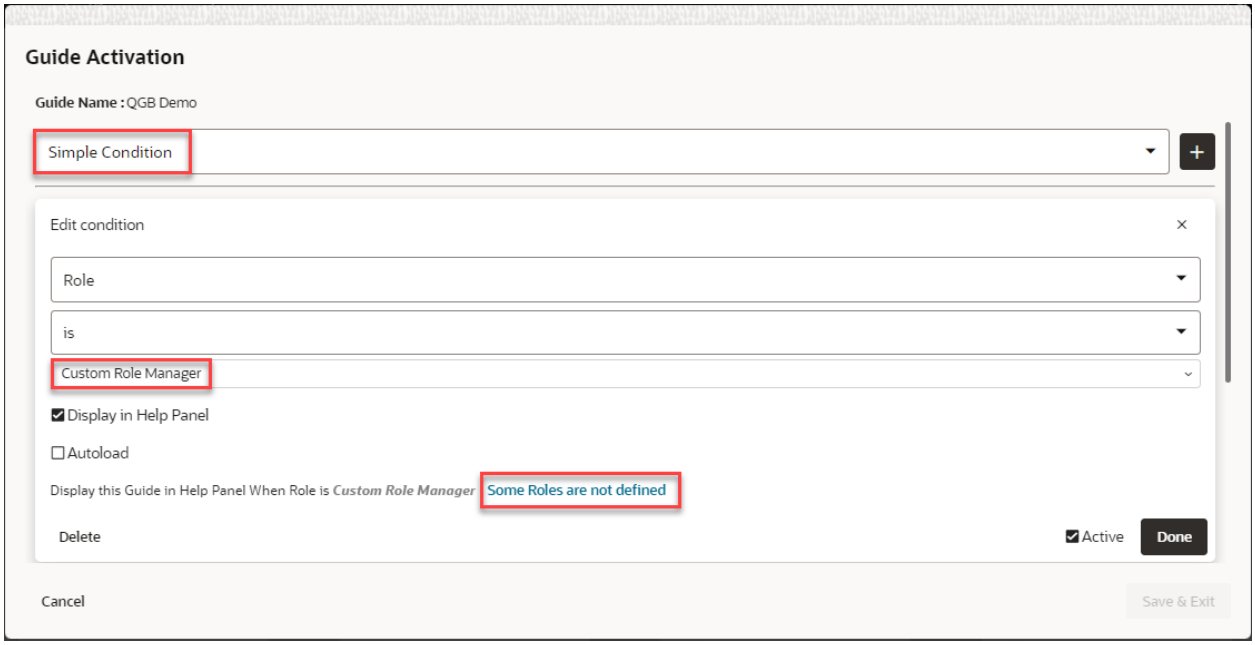
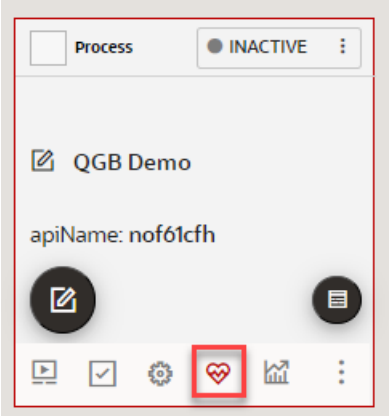
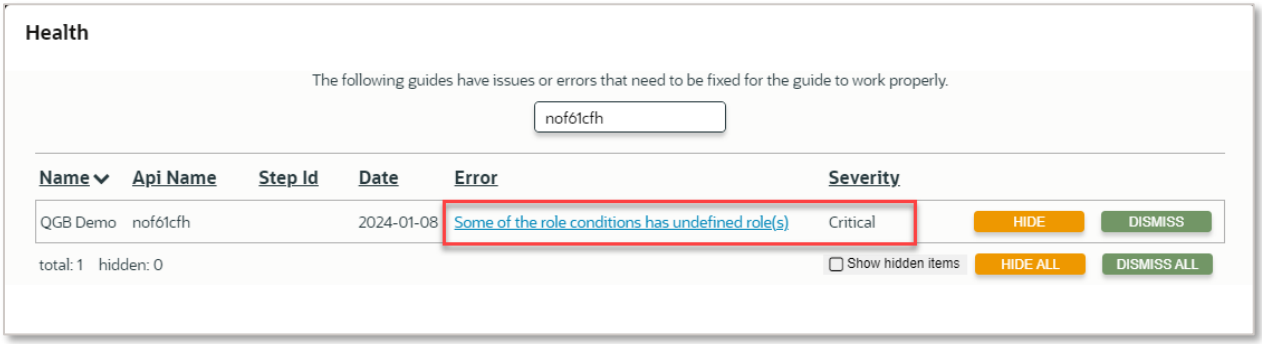
When applying a role-based guide activation condition that references this unmapped role, you will see the following alert appear in the Guide Activation settings:




This enhancement also flags Guide Health Errors when undefined roles are used in guide activation conditions.





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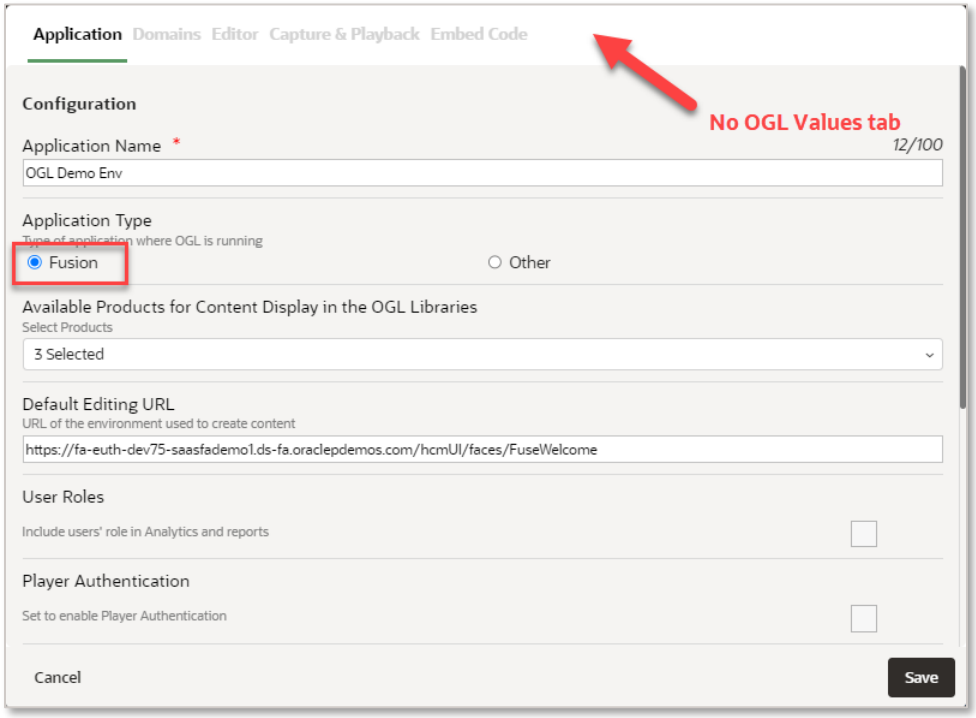
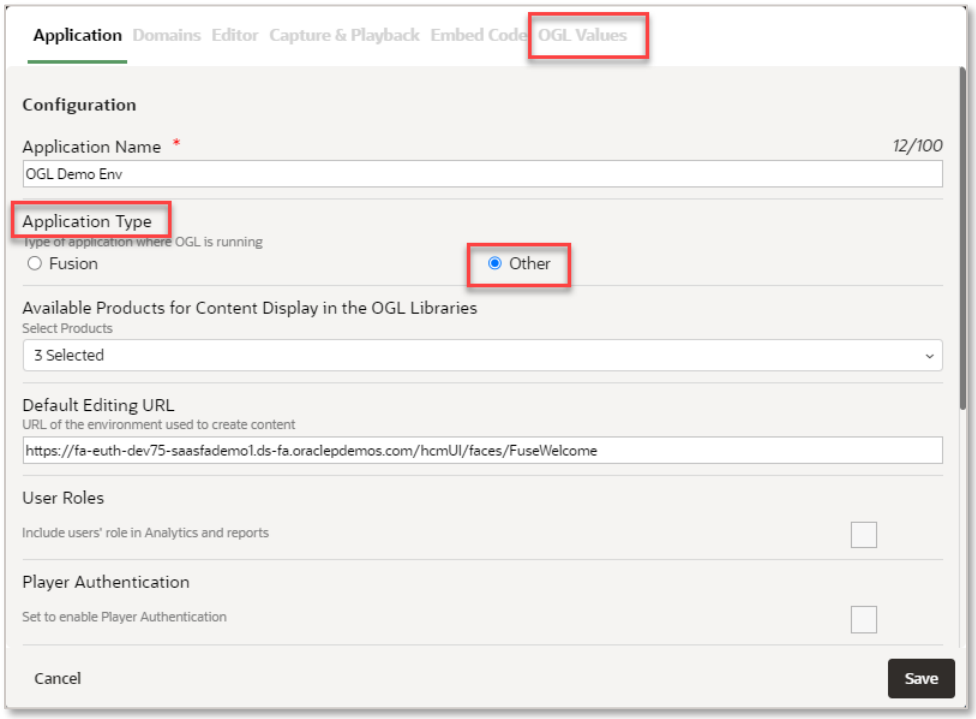
With this enhancement, the **OGL Values** tab in the Application settings modal has been removed for Fusion customers, where the Application Type is set to “Fusion”.




However, for non-Fusion customers, where the Application Type is set to “Other”, the **OGL Values** tab will still display, allowing administrators to manage their customer role mappings.





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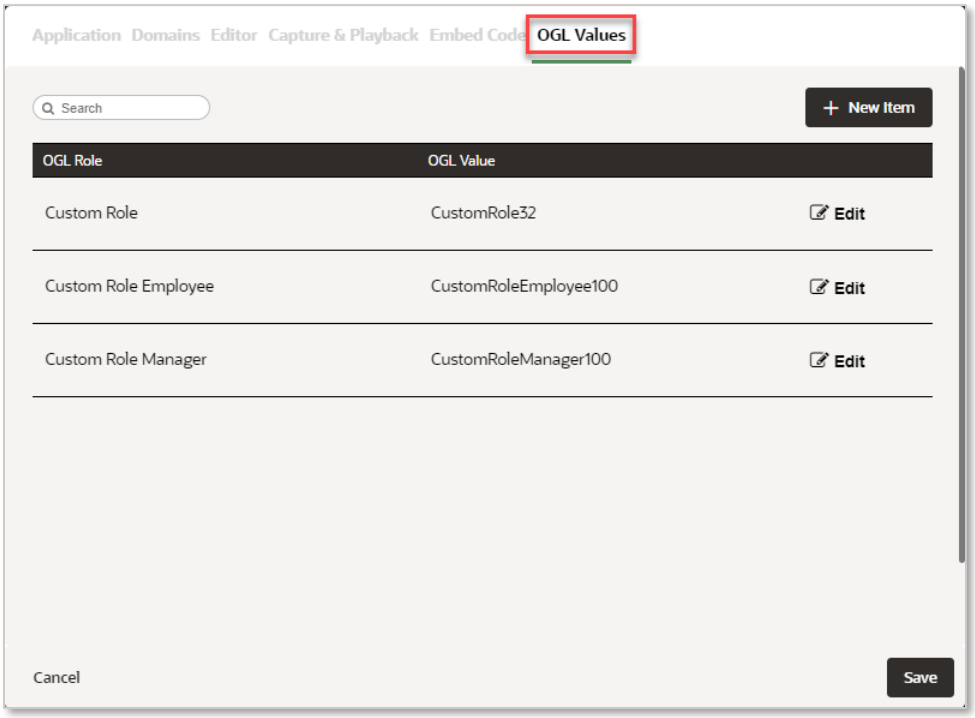


## Known Issues/Expected Behavior

When an OGL Administrator adds guides from another content library, such as Base Guides, to My Content, any pre-existing (or seeded) roles will be also added to the Custom Roles table to maintain consistent role mapping.

This is also applicable for guides that are imported using the Import Partner Content feature.


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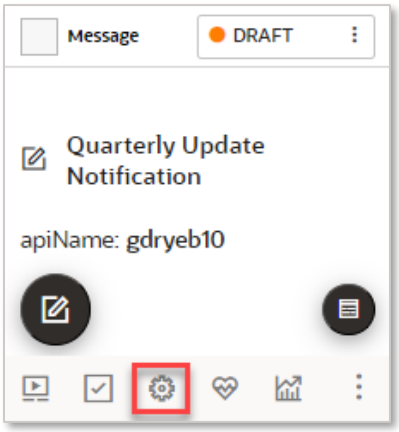
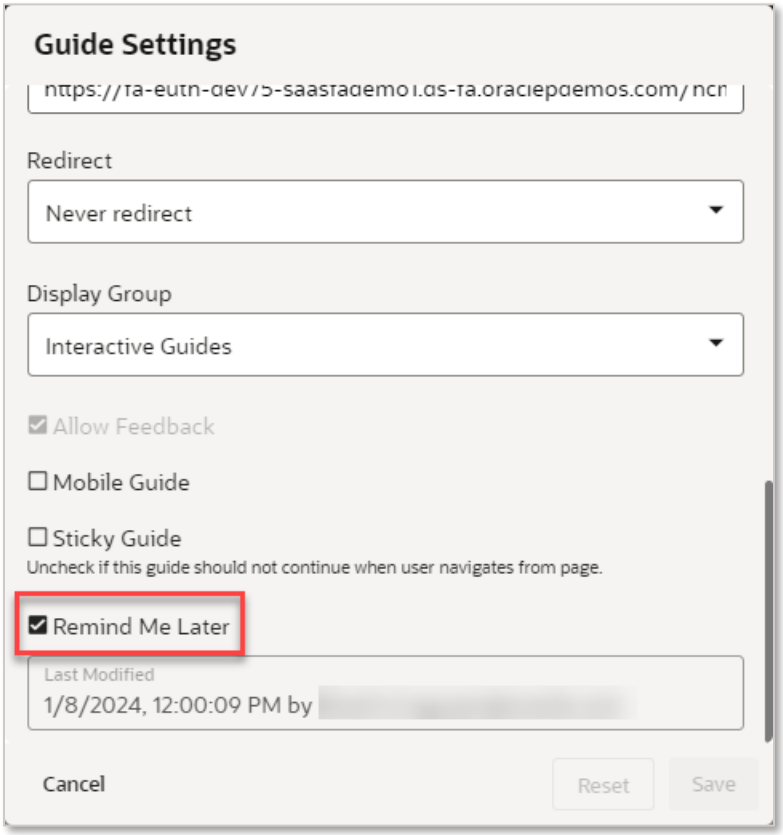
## REMIND ME LATER ENHANCEMENT

With this enhancement to guide behavior in the host application, content developers and administrators can enable an option at the guide level that allows end-users to postpone a launched guide and to specify a time when the guide should reappear. This allows end-users in the host application to temporarily hide auto launched guides and set them to reappear at a time that is more convenient for them to take action without having to close the guide.

To enable the Remind Me Later option on any guide, select the **Guide Setting** button on the guide card. (You can also select the Settings tab in the Redwood Design Editor.)




Scroll down and select the **Remind Me Later** checkbox.





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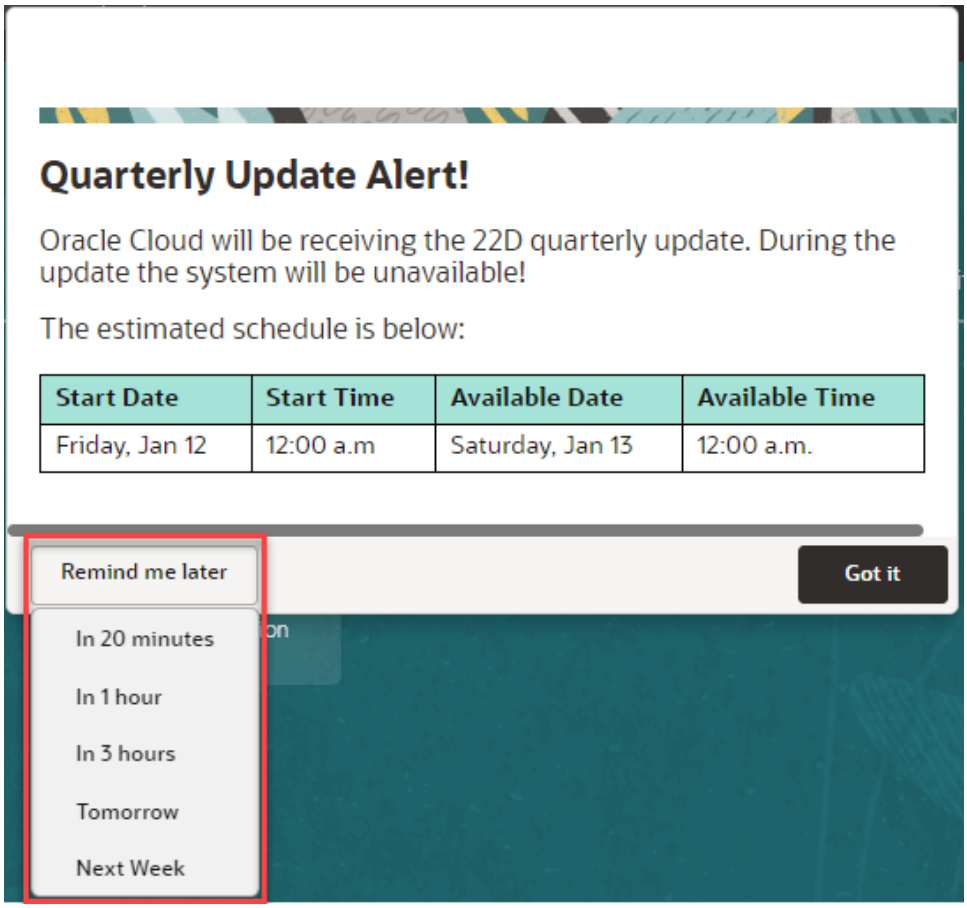
When the guide is launched in the host application, end-users will see a **Remind me later** button on the bottom left of the guide. Selecting this button presents the user with options to temporarily close the guide and have it reappear after a set time period (20 minutes, 1 hour, 3 hours, the next day, or the next week). This will reset the guide to reappear at the selected time interval.




## Known Issues/Expected Behavior

- Remind Me Later functionality applies only to the following guide types: process, message, beacon, smart tip, and survey.
- The Remind Me Later button will only appear on the first step of a guide.
- Depending upon guide activation conditions, the Remind Me Later function may not cause the guide to reappear if the selected time interval is outside of the parameters of the guide activation conditions (for example, where the selected Remind Me Later interval is beyond the specified time period of a time condition)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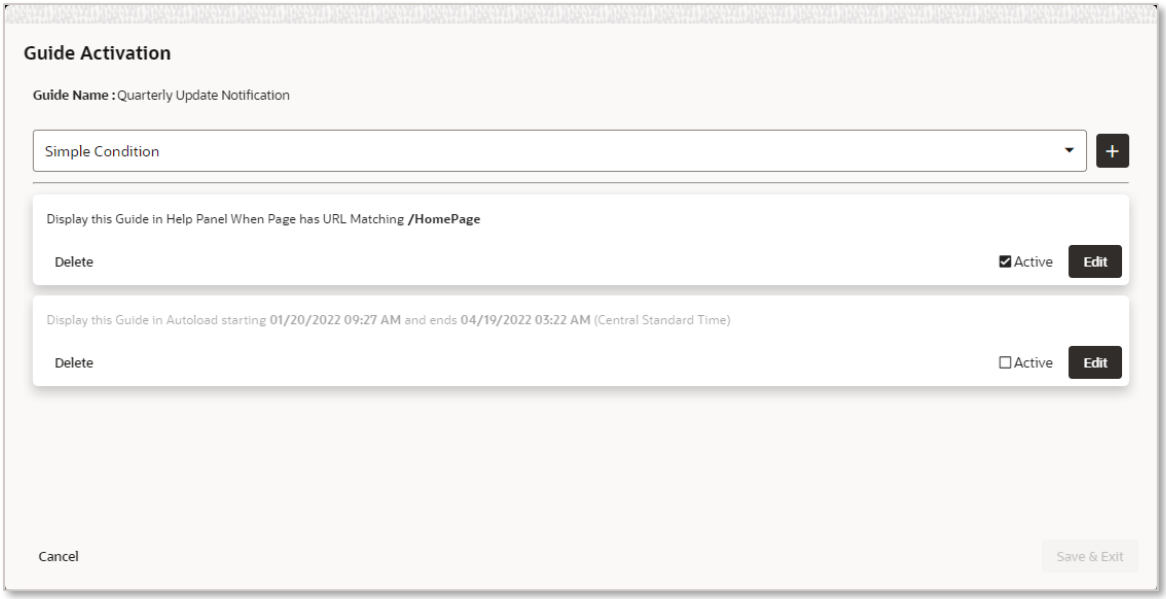
## UI/UX ENHANCEMENTS

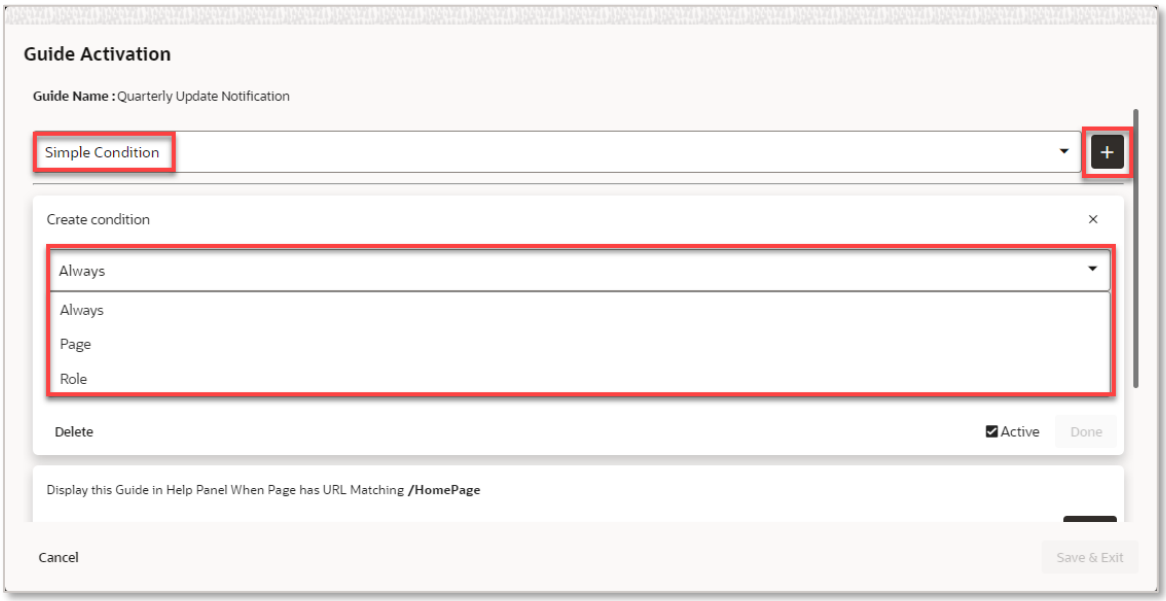
### Guide Activation UI Enhancement

As part of the Redwood Design Guide Editor enhancement which adds the ability for console users to add and manage guide activation conditions, the UI for the Guide Activation settings modal in the OGL console has also been enhanced to maintain an overall consistent design and user experience.

When you open the Guide Activation settings modal from a guide card in the OGL console, you will see that the UI has now been updated. The below screenshots are examples of the newly enhanced Guide Activations modal UI.




Adding a Simple Condition





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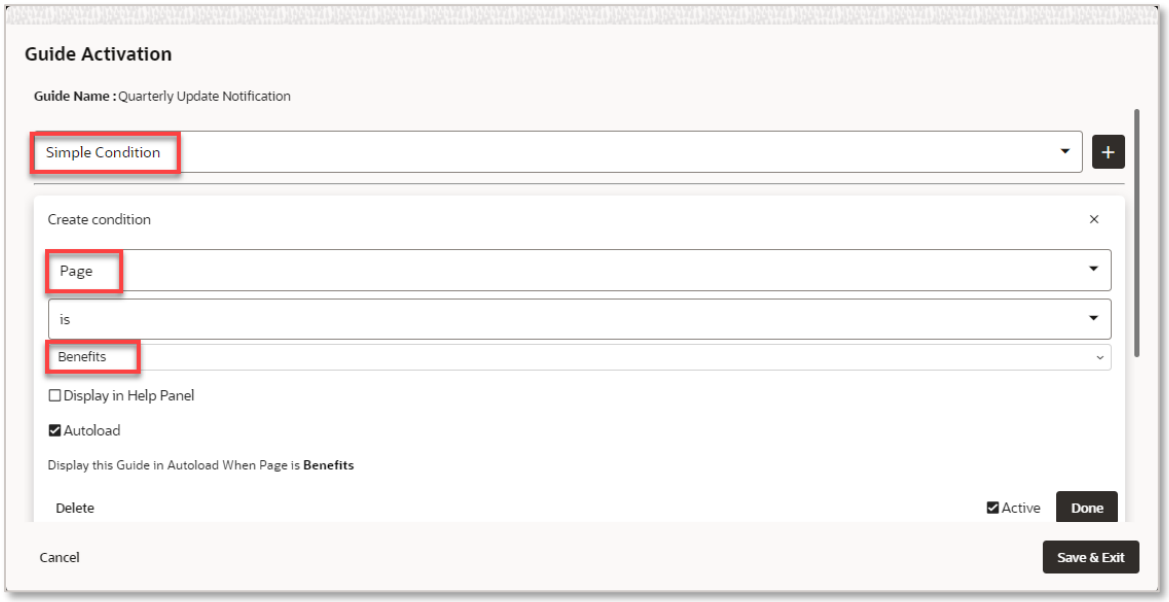
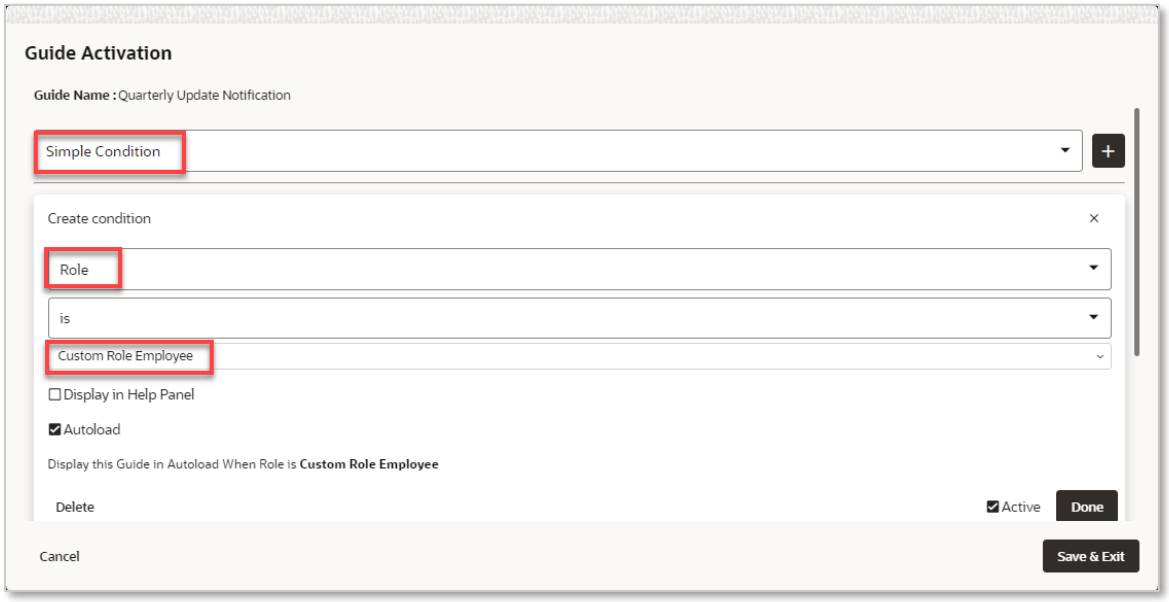
## Adding a Simple Page Condition




## Adding a Simple Role Condition





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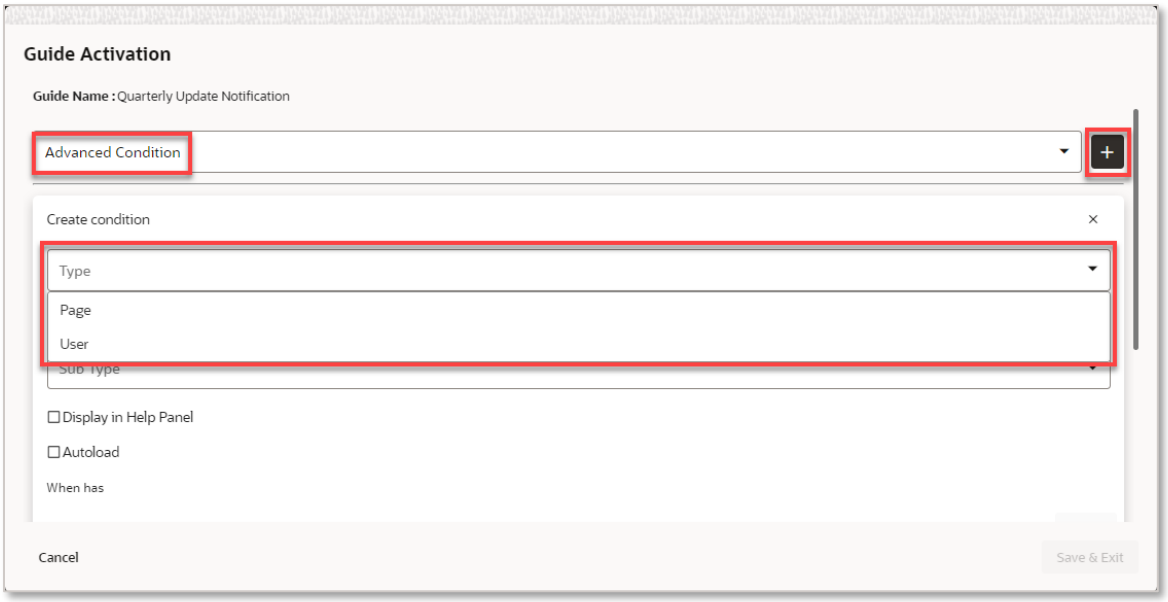
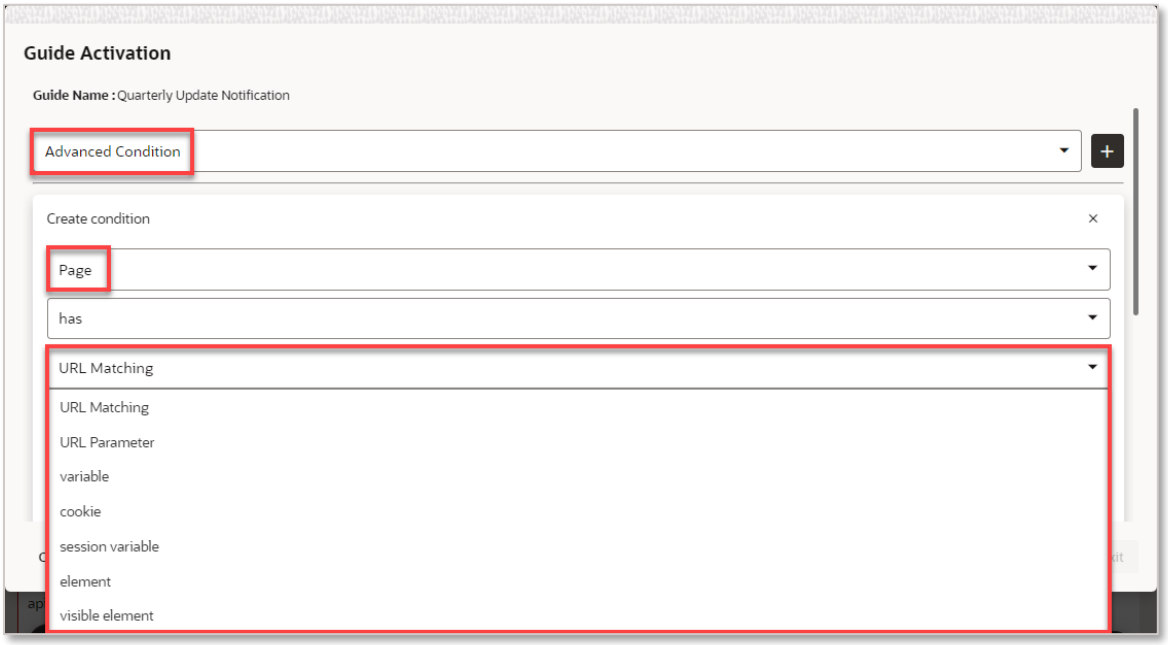
## Adding an Advanced Condition




## Adding an Advanced Page Condition





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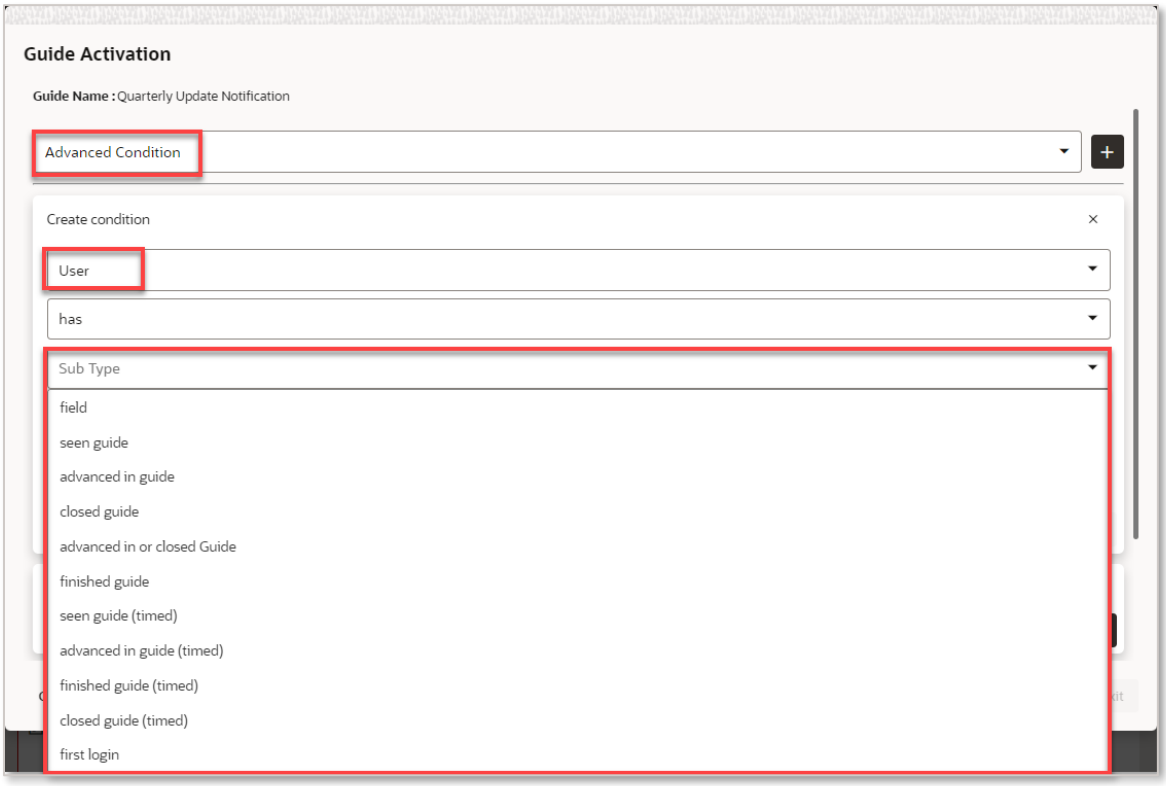
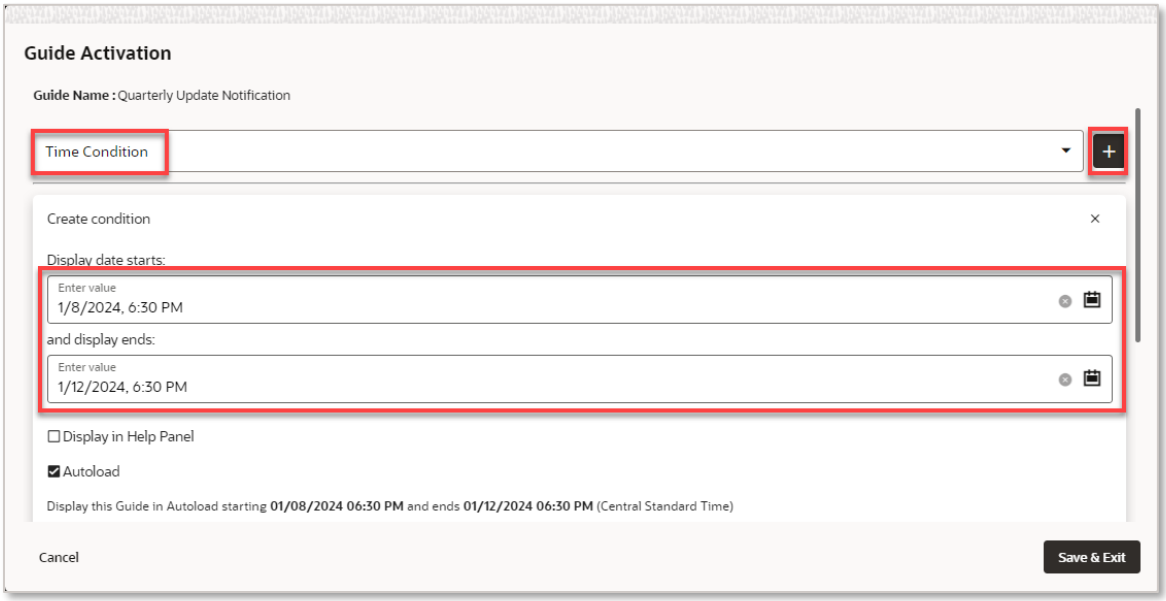
## Adding an Advanced User Condition




## Adding a Time Condition





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