LetzNav

Installation Instructions

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Introduction

LetzNav is a cloud based Enterprise Class Guidance and Engagement Platform. The context-intelligent platform guides users and drives them to action within any online experience.

The Platform anticipates user needs and provides help exactly when and where they need it. LetzNav also drives users to action by highlighting new features and recommending relevant high-value offerings.

This is accomplished without any changes to or integration with the underlying software.

The Platform anticipates users' needs and provides help exactly when and where they need it. LetzNav also drives users to action by highlighting new features and recommending relevant high-value offerings. This intelligent technology boosts adoption by providing an effortless and personalized user experience

Technology

There are three main components in LetzNav, viz. Editor, Player and Administration console.

"Editor" is a Chrome extension that requires little to no technical knowledge and allows users to point at elements on the screen on a Web Application and attach informational balloons in the screen elements. This tool is accurate and effective in identifying the elements on screen.

"Administration Console" is a web based tool that hosts the flows and that allows the flows to be edited and modified. The admin tool is cloud based and is deployed in AWS platform with all the latest security policies. Admin and Editor together form the "Studio" for developing modules in LetzNav. Admin module also hosts the Analytics to view the ROI, efficiency of the flow.

"Player" is an extension that can be installed in different browsers that offers a platform for end users to start a Flow that helps end users complete their tasks. It places the balloons in the designated elements/location the implementer determines on the web application and with expected correct timing. The player is displayed in the form of a widget. The Player retrieves flow information directly from the Admin module and caches it for limited time to allow for quicker and glitch free guidance.

Editor & Player Installation

Editor & Player installation is a 5-step process

1: Go to the admin URL and Login

2: Go to Extension Tab

3: Download Editor and Player Extensions

4: Rename and Un-pack extensions

5: Load the unpacked extensions to the Browser

Go to the admin URL and Login

Go the admin URL below.
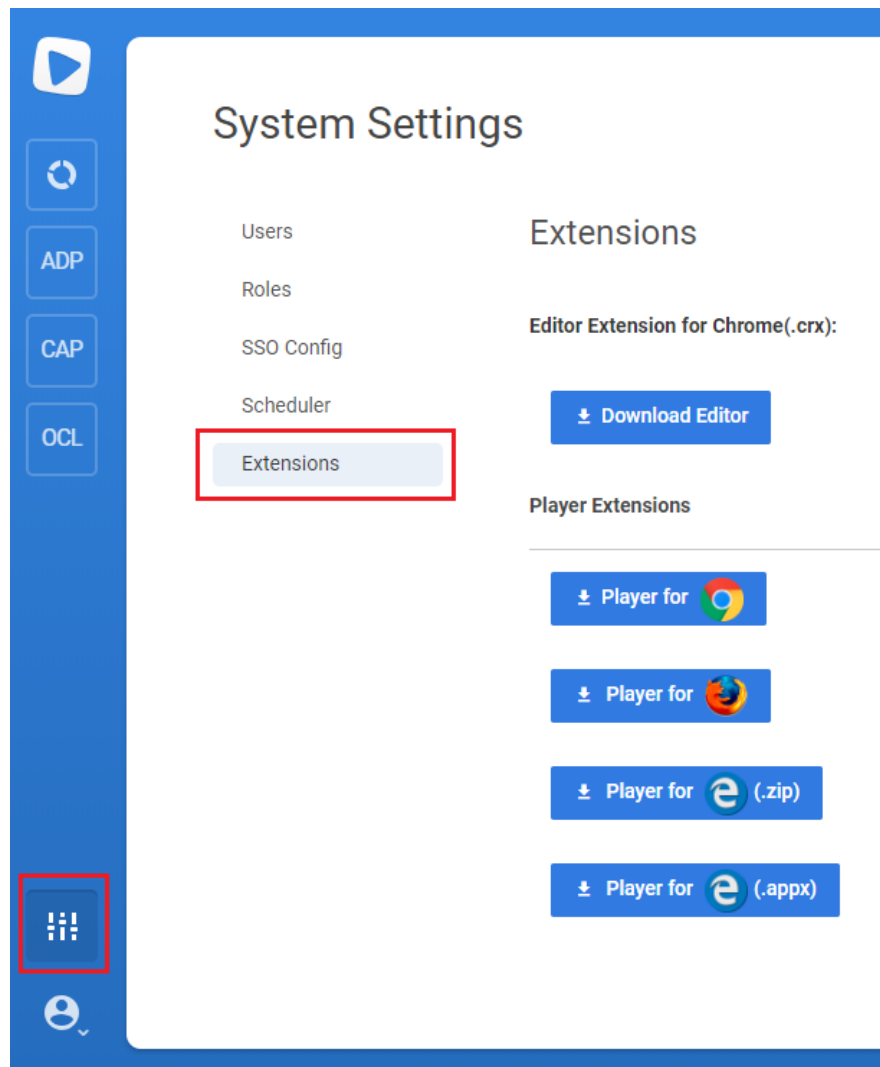
Admin URL: Your Admin URL

Login using the Below credentials or the credentials assigned to you.

User ID: Your admin user ID
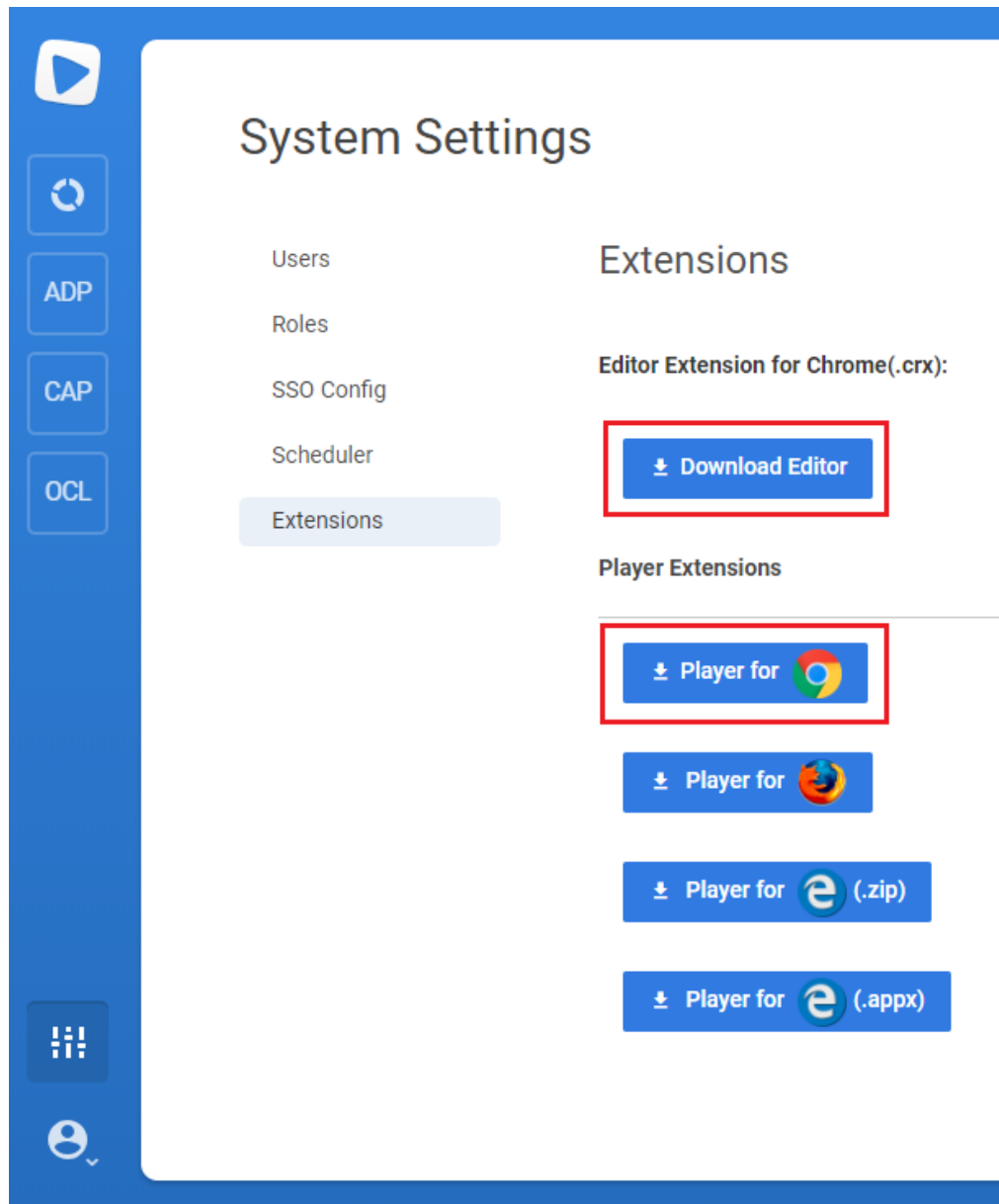
Pass: Your Admin Password

Go to Extension Tab

Go to the Extensions Tab showed in the screenshot below
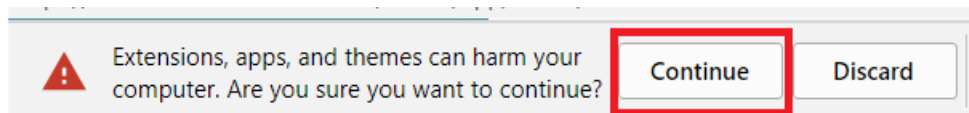
Download Editor and Player Extensions

Download the Editor and Player by clicking on the Download Editor and Player for Chrome Buttons.

When prompted with the following warning for both the Player and Editor. Select the continue option.

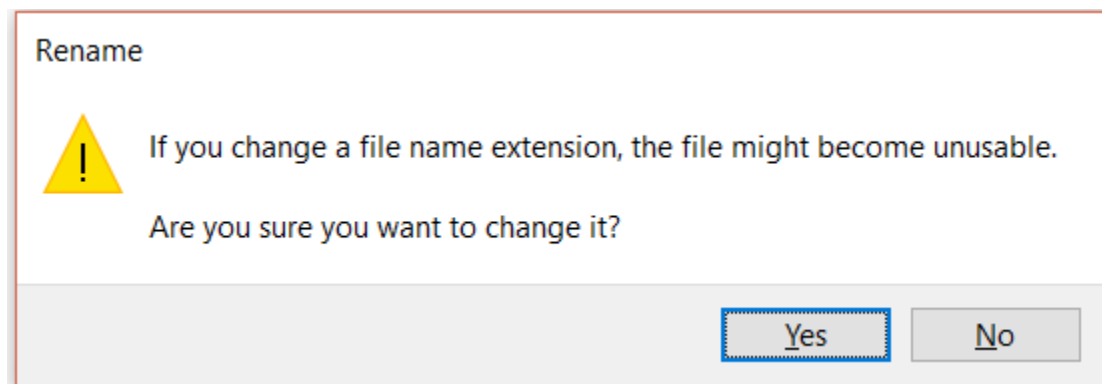**Note: This is just a warning as the extensions are not on the chrome store.**

This will download letznav_player.crx and letznav_editor.crx.

Rename and Un-pack extensions

Rename both letznav_player.crx, letznav_editor.crx to letznav_player.zip, letznav_editor.zip.

Which will change both the files into .zip files.

In this process, you will be prompted with the following pop-up. Click Yes.

Un-zip both the letznav_player.zip and letznav_editor.zip files.

Note: Select Extract to letznav_player\ and Extract to letznav_editor\.

Load the unpacked extensions to the Browser

From the above step, you will have two folders letznav_player and letznav_editor.

Open Chrome -> Options -> More tools -> Extensions

Make sure the developer mode is selected.

After that select load unpacked extension.

Select the unzipped files letznav_player and letznav_editor.