Red Hat   Jessica Hatcher <jhatcher@redhat.com>

[Pendo] Re: Conversation with Jessica Hatcher

Julia Johnson (Pendo) <support@pendo.io>   Tue, Feb 6, 2024 at 12:10 PM
Reply-To: Pendo <support@pendo.io>
To: Jessica Hatcher <jhatcher@redhat.com>

##- Please type your reply above this line -##

Your request (168835) has been updated. To add additional comments, reply to this email.

The following people are currently CC'ed on this ticket (if any):

Julia Johnson (Pendo)
Feb 6, 2024, 12:10 EST

Hi Jessica,

So I reached out to some of our Engineers yesterday regarding the page tagging issue and they were able to also take a look into the guides being disabled on that main page.

They were able to locate that on the main page within your application code there are two functions that call `pendo.setGuidesDisabled()` . We aren't sure why the code is minified but it should help give your team a starting point for their investigation.
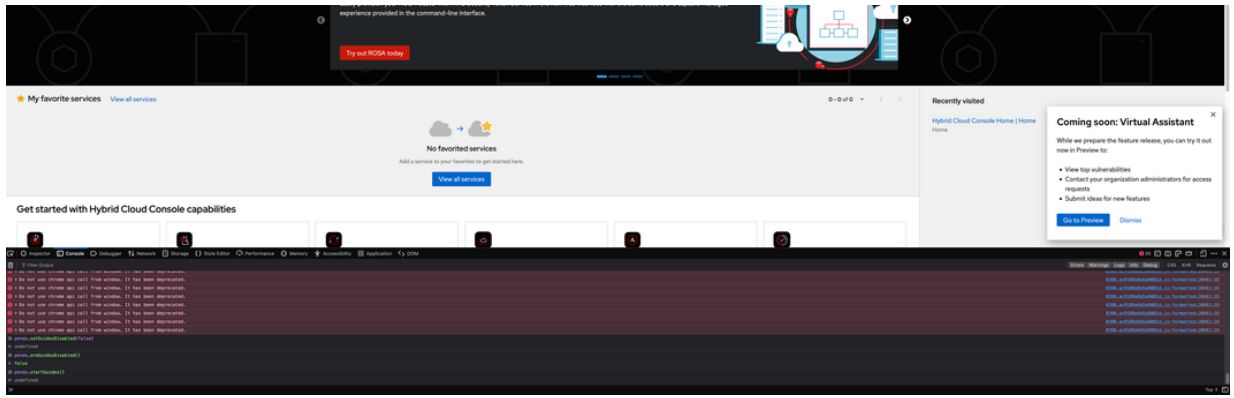

Regarding the VirtualAssistant Guide and not being able to display properly, they made a copy of the Guide and of the Page rules. He was able to set the guides to enabled and restarted the guides. Once he did that, the guide was able to display properly on the main page.

Once your team is able to fix the disabling of Guides within that main homepage, everything should work as expected. We also would suggest removing the 'Exclusion Rule' we added in yesterday to try to prevent the Guide from displaying on all of the other pages in the meantime. Your page rules should only have the one inclusion rule it had originally: `//*/`

Let me know if you have any questions. If your Dev Team needs to hop on a call with our Engineer regarding the Guide Disabling, let me know and I would be more than happy to help set something up.

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