



Wildcarding URLs and Using Lookup Values

How and why to wildcard URLs and use lookup values

Wildcarding URLs

Ensure engagements display properly

Engagements are designed to display on specific URLs. However, some URLs are dynamic and change based on the user customer id, login information or other variable.

If a page of your web app has a user specific URL, the URL can be wildcarded so that announcements, tours, engagements or other features can still be used. Replace the variable part of the url with an asterisk when naming pages or assigning engagements.

In order for guided tours to display on wildcarded pages properly, all elements in the page must be identical to all variations. Otherwise, tour steps will not appear or may point to the wrong elements.

How to wildcard a URL

To wildcard a URL, replace a certain portion of the URL with an asterisk.

Example: testpage.com/home/**johndoe26** vs testpage.com/home/*
johndoe26.testpage.com/payment/ vs *.testpage.com/payment/

Wildcarding URLs will include all urls that are the same up to the asterisk, but between slashes and dots.

So, testpage.com/home/example* includes:

testpage.com/home/example_**test**
testpage.com/home/example_**experiment**
testpage.com/home/example**1**

.testpage.com/home//homepage includes:
test1.testpage.com/home/**user1**/homepage
example2.testpage.com/home/**account2**/homepage
sample3.testpage.com/home/**role3**/homepage

Ensure page names represent the same web page

When a page is referred to by name, wildcarding the corresponding URL ensures that the correct web page is referred to, regardless of the page URL. This is especially relevant for dynamic URLs that are based on user attributes. If a payment page URL is dynamic, but the page itself is wildcarded as Payment Page, all references and engagements on the payment page will still function properly.

Lookup Values

Naming the correct URL dynamically

Similar to wildcarded URLs, URLs with lookup values are designed for dynamic URLs, however, they are modified strictly based on the user attributes of custom variables that are passed to UserIQ.

How to use a lookup value

To use a lookup value, replace a certain portion of the URL with **%%**, the custom variable name, and **%%**.

Custom Variable names are shortened names of user attributes. They normally have underscores to separate words. [They can be found in the user attributes of any user.](#)

Example:

testpage.com/home/**johndoe26** vs testpage.com/home/%%**user_id**%%
johndoe26.testpage.com/payment/ vs %%**user_id**%%.testpage.com/payment/

Lookup values will only use the custom variables that are being sent by the user.

So, if John Doe, user id **johndoe26**, of **Acme Corp** was your user, his pages will be:

testpage.com/home/%%**account_id**%% == testpage.com/home/**acmecorp**
testpage.com/profile/%%**user_id**%% == testpage.com/profile/**johndoe26**
or
%%**account_id**%%.testpage.com/home/%%**user_id**%% ==
acmecorp.testpage.com/home/**johndoe26**