

Alchemer Digital Prompts

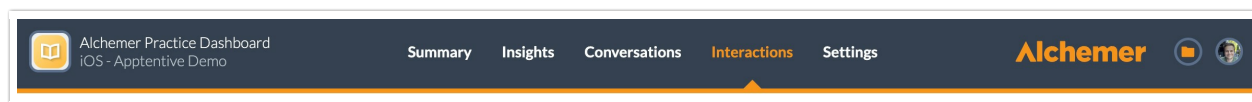
Notes are now Prompts! Now, not only can you use all of the standard Notes features, but also add images to your in-app Prompts.

Alchemer Prompts are built to assist you in notifying your customers about new features, providing updates regarding your app and physical store locations, prompting customers to participate in surveys, promoting both in-person and virtual events, and much more.

These Prompts can be easily set up within your current Alchemer Digital dashboard and activated within minutes. They enable you to actively engage with your customers, delivering updates and leveraging Alchemer's advanced targeting features.

Creating Prompts

To create or edit Prompts, navigate to the Integrations tab in the Alchemer Digital dashboard.



Scroll down and select "Prompts" under the Driving Actions section.


The Prompt

After clicking into a new or existing Prompt, you can edit the Prompt Name, Message Content, and Buttons.

Retail App iOS - Apprentive Demo Summary Insights Conversations Interactions Settings **Alchemer**

New Prompt Clone Prompt

The Prompt Targeting Launch Reporting



Prompt Name

Fathers Day Sale

Pick a descriptive name. This will not show on devices.

Message Content

Header Image Clear Image **Image Layout**

Your image should be a .png, .jpg and not exceed 5mb in size. For maximum detail, upload an image which is at least 1000px wide. [Image Formatting Guidelines](#) Image will grow or shrink to fill the width of the prompt

Image Alt Text*

Alt text should be descriptive, concise, and suitable for screen readers

Title*

Fathers Day Sale!
Take 30% off all qualifying products.

Content*

Sale prices from June 14-20th

Alert may vary depending on the device.

Buttons

Shop Now Dismiss Note

New Button

Save & Continue

[NEW!] Adding Images and Rich Text to Prompts

Rich Text

Your browser does not support HTML5 video.

You can now customize your prompt title and content with rich text — like bold and italic typefaces, lists, and in-line hyperlinks.

To add rich text to your prompt title or content, simply use the rich text editor above the text boxes.

Message Content

Header Image

Select an image... Upload Image

Your image should be a .png, .jpg, or .jpeg and not exceed 5 MB in size. For maximum detail, upload an image which is at least 1000px wide. [Image Formatting Guidelines](#)

Title*

B *i* U

Content*

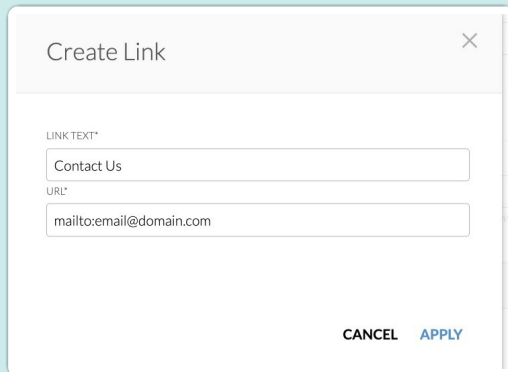
B *i* U

Additional Information for Using Hyperlinks in Prompts

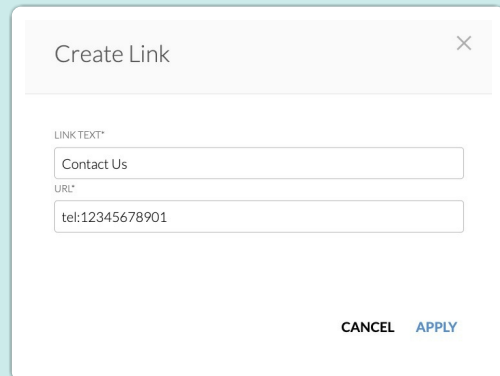
With the hyperlink button you can link to the following destinations:

- URLs (opens in browser)
- Email (opens in email app)
- Phone numbers on mobile (opens the phone app)

Emails should be formatted as "" and phone numbers should be formatted as "tel:12345678901" with the country code included.



The 'Create Link' dialog box has a close button (X) in the top right corner. It contains two input fields: 'LINK TEXT*' with the value 'Contact Us' and 'URL*' with the value 'mailto:email@domain.com'. At the bottom, there are 'CANCEL' and 'APPLY' buttons.

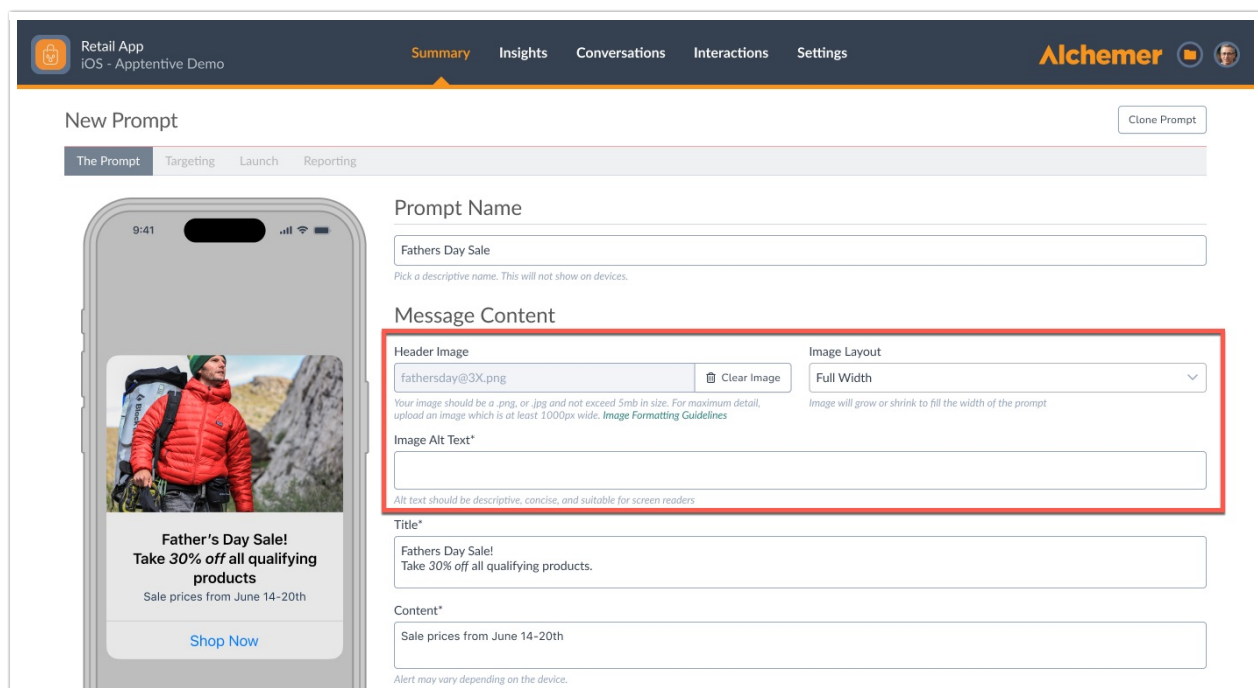


The 'Create Link' dialog box has a close button (X) in the top right corner. It contains two input fields: 'LINK TEXT*' with the value 'Contact Us' and 'URL*' with the value 'tel:12345678901'. At the bottom, there are 'CANCEL' and 'APPLY' buttons.

Images

Alchemer Digital customers can now add header images to Prompts. The image should not exceed 5MB in size, and must include alternate text.

We will support any aspect ratio of image, but we recommend images of at least 810 pixels wide for iOS, 960 for Web, and a minimum of 1000 pixels for Android. Images larger than this will be downscaled to fit.



The screenshot shows the 'New Prompt' configuration page in the Alchemer interface. The top navigation bar includes 'Retail App iOS - Apptentive Demo', 'Summary', 'Insights', 'Conversations', 'Interactions', 'Settings', and the Alchemer logo. The page title is 'New Prompt' with a 'Clone Prompt' button. Below the title are tabs for 'The Prompt', 'Targeting', 'Launch', and 'Reporting'. The main content area is divided into two columns. The left column shows a mobile device preview with a 'Father's Day Sale' banner. The right column contains the configuration fields: 'Prompt Name' (Fathers Day Sale), 'Message Content' (highlighted with a red box), 'Title*', and 'Content*'. The 'Message Content' section includes a 'Header Image' field (fathersday@3X.png), an 'Image Layout' dropdown (Full Width), and an 'Image Alt Text*' field. The 'Title*' field contains 'Fathers Day Sale! Take 30% off all qualifying products.' and the 'Content*' field contains 'Sale prices from June 14-20th'.

Image Layout

There are a few image layout options to choose from:

- Full Width: The Full Width **alignment** makes the image fill the prompt width, from edge to edge. This alignment is meant for photos, promotions, illustrations, and most other image types.
- Center: The image is aligned at the center with padding. This option is suitable for displaying small images like branding logos.
- Left: The image is left-aligned with padding. This option is suitable for displaying small images like branding logos.
- Right: The image is right-aligned with padding. This option is suitable for displaying small images like branding logos.



If your images are greater than 340px on Web or greater than 1000px on Mobile, you likely won't notice a difference between centered, left aligned, or right aligned images. This is because the image is large enough to take up the entire prompt.



Image Display and Width

The images will be downscaled by a factor of 3 to ensure crisp details on retina displays. This also happens on Alchemer Web.

Prompt Width in Pixels:

- Alchemer Web: 320px
- Alchemer Mobile - iOS: 270px
- Alchemer Mobile - Android: Variable depending on the device

When a prompt contains too much content to fit on the screen, the contents of the prompt will scroll. Both the image and the text content of a prompt combined determine whether the prompt will scroll or not.

Targeting

Check out [this article](#), for a deep dive into targeting.

Sharing an Alchemer Survey via a Prompt

Check out [this article](#), for more information on how to share an Alchemer Survey via a Prompt.

Troubleshooting

Prompts Not Shown

Prompts are subject to all the same rules that other Alchemer DigitalInteractions, like Surveys or the Love Dialog, must adhere to. Please refer to these sections of our main troubleshooting guides ([iOS](#) | [Android](#)).

Deep Link Not Working as Expected

Alchemer Prompts support traditional 'deep links', but not 'universal deep links' (iOS) or 'app links' (Android). Though the names are quite similar, it's important to differentiate between these kinds of deep links.

Today, Prompts can be set up to have a traditional deep link to take customers from one page of your app to another, while the app is already open, when a customer taps on a button. Each deep link schema is different, but they will typically look something like this: `myapp://path/to/content`.

iOS and Android both offer variants of deep links that Alchemer Digital does not currently support. On iOS, these are called 'universal deep links', while on Android they are called 'app

links'. These links can take customers from outside of the app directly into a specific page of the app. These links typically look more like a traditional URL. For example, <http://mydomain.com>.

Use Cases

Looking for Use Cases? Check out [this article](#) with examples and best practices for using Prompts, based on real Alchemer customer experiences!

Related Articles