Introduction to Touchpoints

Touchpoint comparisons and integration options.

CRM integration

- MindTouch for Salesforce
- MindTouch for Zendesk
- Touchpoints for SAP

How do I get Touchpoints?

Review your MindTouch licensing package to see if it includes MindTouch Touchpoints and how many. If you don't see Touchpoints included in your licensing package or want more, contact your Customer Success Manager.

Integration options

Can my Touchpoints work on my single page application (SPA)?

Yes, Touchpoints support single page applications.

In the case of the contextual help Touchpoint, the contextual help JavaScript covers the entire document, not just what is visible to the user. Anytime a link is selected, JavaScript checks for the appropriate class at that exact moment and loads the page within the contextual help window. There is no need to manually refresh or trigger the contextual help dialog.

The only requirement is to ensure that the links you want to open in contextual help have the correct class associated with the Touchpoint. The name of this class is determined when creating the Touchpoint. Read more about configuring the contextual help Touchpoint.

Can my Touchpoints work on my local application?

Touchpoints require a reliable host name to whitelist and send data to. This is a security future that is enforced by cross-origin resource sharing (CORS) and is an industry-wide best practice.

Can I use an IP address instead of a host name?
Although host names resolve to IP addresses, a reliable host name is the only form of identification and whitelisting accepted.

**Touchpoint comparisons**

**What is the difference between contextual help and the contextual help button?**

Contextual help and the contextual help button are both implementations of surfacing a MindTouch page in a pop-up contextual help window without opening a new tab in the browser or redirecting to the page. This allows MindTouch content to meet users when they need an answer to their questions or need to troubleshoot issues without having to leave the current page.

The contextual help Touchpoint generates a general embed code that leverages a custom CSS class to open hyperlinks inside a contextual help window and can be applied to as many links as you want. The generated embed code only needs to be loaded once and applies to all links that contain the specified class, including links that are custom styled as icons or buttons.

The contextual help button Touchpoint, on the other hand, is configured to only point to one specific MindTouch page. It is a pre-configured and designed button that can be placed throughout your site but can only be assigned one specified page. Also note that the contextual help button Touchpoint cannot be custom styled.

**When would I use contextual help vs the contextual help button?**

Use the contextual help Touchpoint when:
- You want to leverage contextual help in a dynamic way.
- You want each link with a custom class to open in a contextual help window.
- You want to custom-design your link as an icon or button.

Use the contextual help button Touchpoint when:
- You want to link to one specific page only via contextual help.
- You want to reuse a button in multiple locations. For example, a "Get Help" button throughout your application that links to a specific page on your MindTouch site.
- You want a pre-styled button.

**Can I use Content IDs with Contextual Help?**

Yes! Contextual help looks for your configured class within any `<a>` tags on your site and will open up whatever href you designate. If you want to set your href to your site name appended with the correct content id. ex. success.mindtouch.com/?cid=mycontentid

Click here to learn more about [Content IDs with Contextual help](https://success.mindtouch.com/Integrations/Touchpoints/1-Intro_to_Touchpoints)