


# WATS Feature Release Note –
# Shared and global process heatmaps

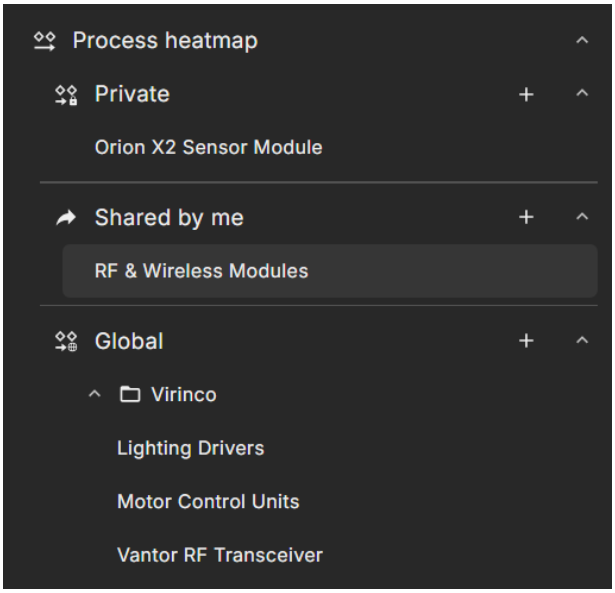
# Major Feature Areas

Overview..... 3
How the feature works..... 4

# Overview

Process heatmaps can now be shared with other users and roles, and made available to the whole organisation as global heatmaps. The feature works the same way as dashboard sharing, so users already familiar with dashboards will recognise the concepts. Until now, every process heatmap was private to the user who created it. A useful heatmap can now be shared with colleagues, instead of each user building the same heatmap separately.

The Process heatmap menu is now organised into four sections:




- **Private** – heatmaps the user owns and has not shared.
- **Shared by me** – heatmaps the user owns and has shared with other users or roles.
- **Shared with me** – heatmaps other users have shared with the user or with one of the user's roles.
- **Global** – heatmaps available to every user with access to Process heatmap.

Existing process heatmaps are moved to the new model automatically during the upgrade. They appear under Private, and their folders and favourites are kept.

**"Public" is now "Global"**

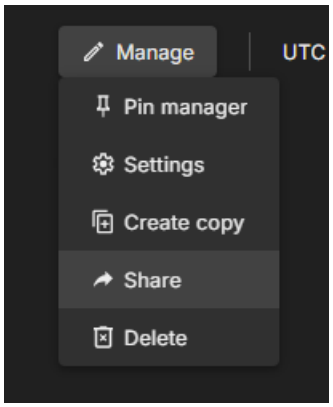
To use the same term across WATS, "Public" has been renamed to "Global". The behaviour is unchanged, but the new term affects several existing screens:

- **Dashboards:** the Public dashboards section is now called Global dashboards, and the "Is public" setting is now "Is global".
- **Permissions:** "Edit public dashboards" is now "Edit global dashboards".
- **Product groups:** "Edit Public Product Groups" is now "Edit global Product Groups", and the "Public" column and setting are now "Global".

Existing permission assignments are kept and require no action.

# How the feature works

### New permission for global Process heatmaps

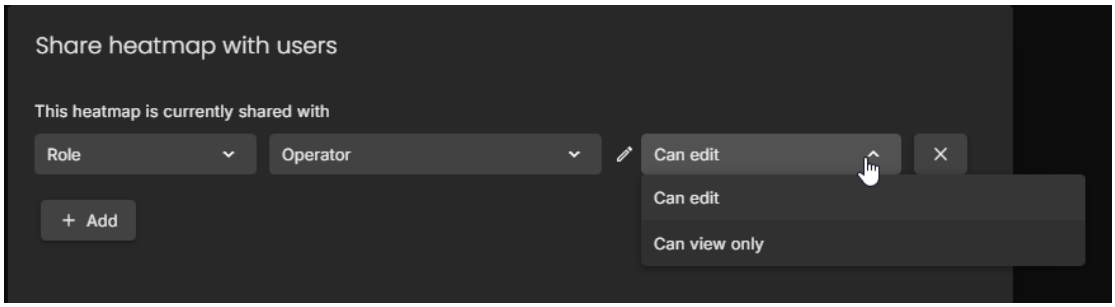



Creating, editing and deleting global Process heatmaps now requires the new **Edit global heatmaps** permission. Sharing a heatmap with others requires the **Share others** permission under Process heatmap. Both permissions are granted to the Administrator and Manager roles by default. Other roles must be granted them by an Administrator (Enterprise plan).

### Sharing a heatmap

The owner of a heatmap can share it with individual users or with roles. Each share gives one of two access levels:

- **Can edit** – the user can change and save the heatmap's filter, layout and settings.
- **Can view only** – the user can open and explore the heatmap but cannot save changes to it.




### Heatmaps shared with you

Heatmaps shared with the user appear under Shared with me, together with the name of the owner. If the user no longer needs a heatmap, **Unshare me** removes it from the user's list. A heatmap shared through one of the user's roles cannot be removed this way. In that case, the owner must remove the share with the role.

### View-only heatmaps

A view-only heatmap can still be explored freely. The filter, date range and grouping can be changed, and all drilldowns remain available. These changes are however not saved to the heatmap. Changes to the saved layout are disabled: pinning processes and rows, collapsing or expanding processes, and reordering columns. The heatmap settings are shown read only.

To adjust a view-only heatmap to personal needs, use **Create copy**. The copy belongs to the user and can be changed freely.

### Global heatmaps

A heatmap is made global with the **Is global** setting. A global heatmap is visible to every user with access to Process heatmap. Users with the Edit global heatmaps permission can change and delete it, and all other users see it as view only. A global heatmap does not need to be shared separately.

### Folders and favourites

Heatmaps can be organised in folders in every section of the menu, including Shared with me and Global. Folders are personal: organising a shared or global heatmap in folders does not affect how other users see it. Shared and global heatmaps can also be added to favourites.