

About ActionBot Web Integration

Brief Overview

This article explains how to build a Web Integration with WalkMe ActionBot.

With ActionBot, you can enable an ActionBot conversation's ending-action to connect to a separate Editor System to collect conversation parameters and then run automated Smart Walk-Thrus on a Web application, such as Salesforce.

To learn more about what the WalkMe ActionBot is, visit our article [What Is the WalkMe ActionBot?](#)

You can also [read more about building ActionBots here](#).

Please note:

- Multi-System Account is required - The Editor system must be on this account as well
- The end-user must be logged in to the Web application for the integration to succeed in playing
- The WalkMe Editor must be closed while testing
- The ActionBot and Automated Smart Walk-Thru must be published to the same environment
- Self-hosted accounts are not supported

Creating an Automated Process

Once you have ActionBot enabled by your Account Manager, you have the ability to run an automated process to a web application. This can provide many functional uses, including allowing you to fill a support ticket automatically.

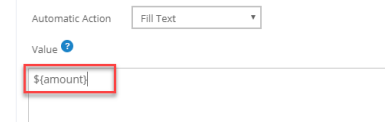
Configuration Guide:

- Web Editor Automated Smart Walk-Thru (ASWT) configuration:

First, within a Multi-System Account's Web Editor, create an

Automated Smart Walk-Thru

Create Automated Steps set to "Fill" require a dynamic

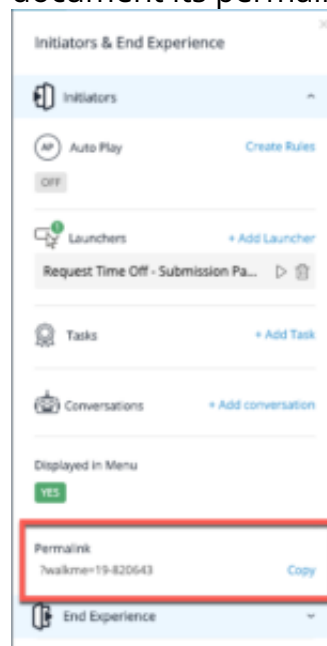


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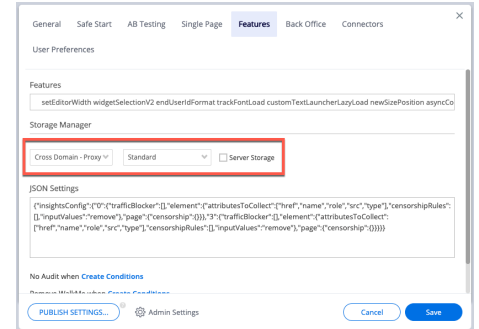
Copy and document each Automated Fill Step's dynamic conversation parameters, you'll need it later

Once the Automated Smart Walk-Thru is complete, copy and document its permalink, you'll need it later

er in this format:

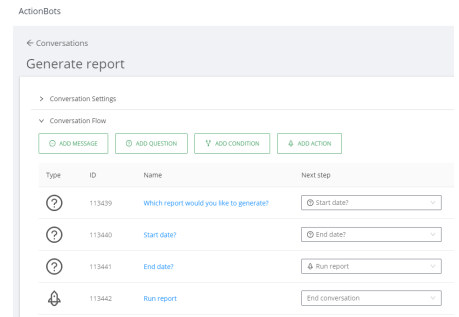


- Next, change the Storage Manager settings to:



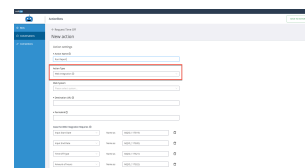
- Publish your Automated Smart Walk-Thru to the same environment as the Workstation
- ActionBot configuration:
 - Switch the account from the Web Editor to the Editor System with the ActionBot via the System Switcher
 - Within the Editor, change the Item's dropdown to ActionBot
 - Within the ActionBots App, add a new Bot
 - Note: Workstation may only contain ONE ActionBot with multiple Conversations
 - Next, Create a Conversation
 - Add Conversation Questions as needed

- Cross Domain - Proxy > Standard

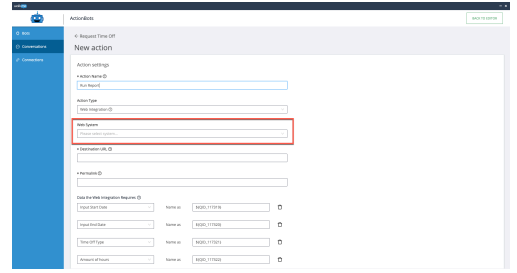


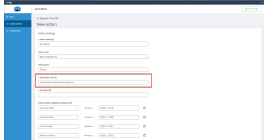
- Name the Action

- End the Conversation with an Added Action



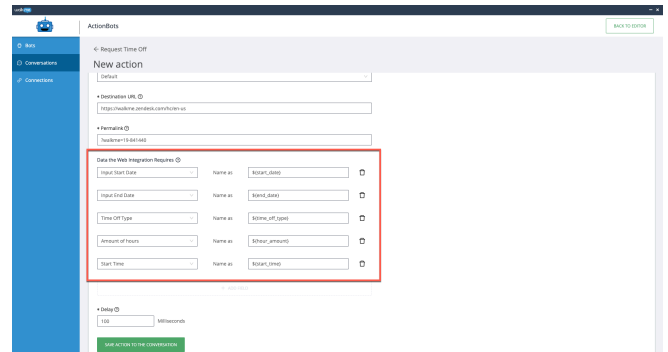
- Next, from the Web System dropdown, select the Editor Web System







- Under the "Data the Web Integration Requires" section:
 - From the dropdown, reference the Conversation Question
 - Within the input labeled "Name as," add the matching dynamic conversation parameters applied to the corresponding



- Now, click Save Action to Conversation
- Publish the Bot and Conversation to the same environment as the Web Smart Walk-Thru
- Enjoy Automated Processes ☐☐