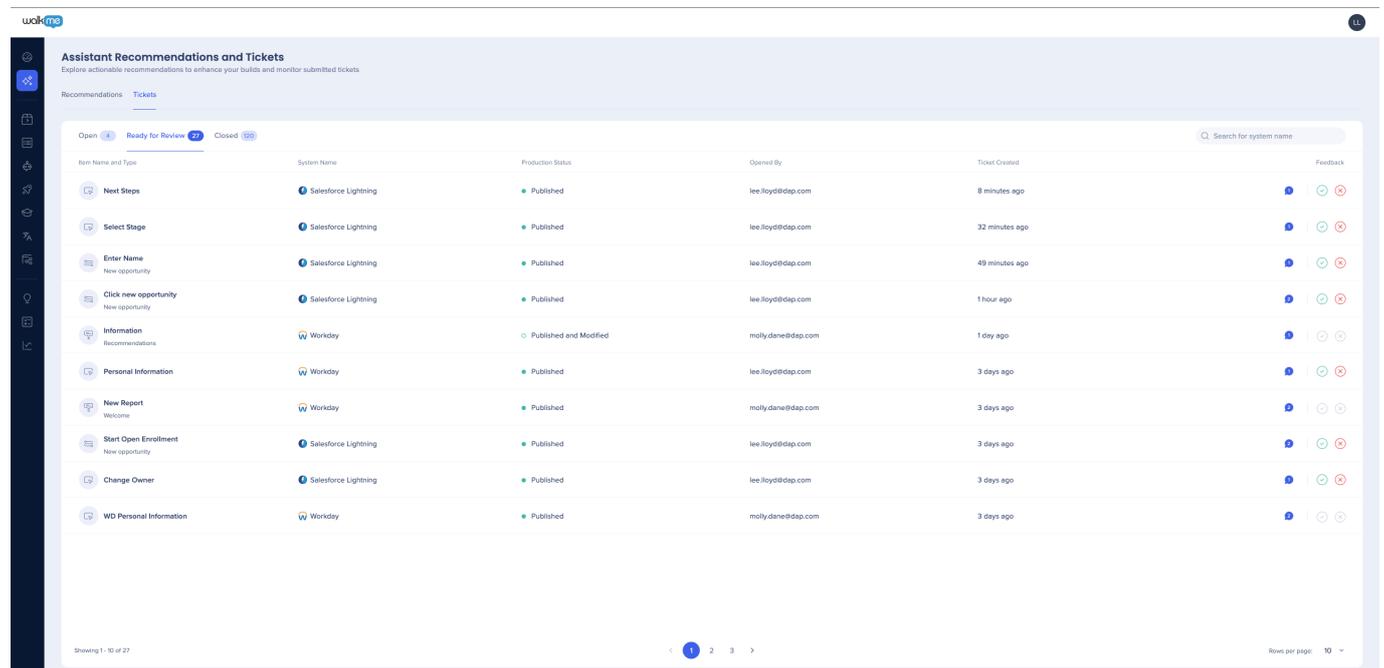


WalkMe Builder Assistant: Tickets

Brief Overview

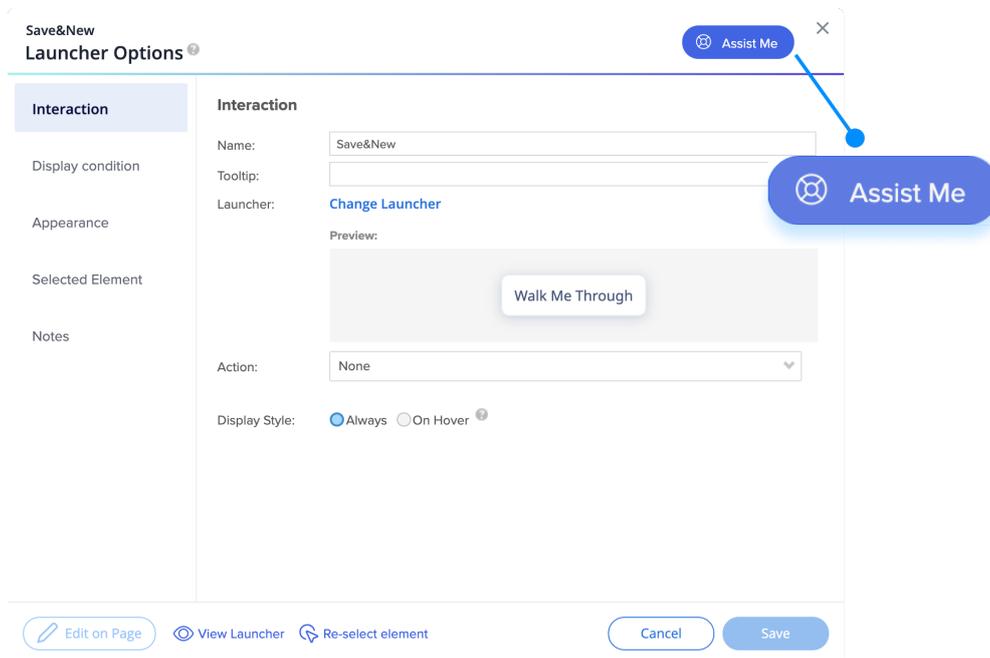
Report building issues directly from the WalkMe Editor and have them resolved faster with the WalkMe Builder Assistant Tickets.



Opening a Ticket

Assist Me

Accessed via the WalkMe Editor, Assist Me is here when you encounter WalkMe items that aren't behaving as intended. Using **WalkMe Builder Assistant**, Assist Me is a quick-start button to help resolve your issue on the spot or by submitting a ticket directly from within the WalkMe Editor.



“Clicking the ‘Assist Me’ button is a truly magical experience. It has significantly reduced the time it takes to resolve my support tickets, and I am constantly amazed at how effortlessly it works.”

Guillaume Harbonnier, Educational Engineer DAP, MFP Michelin

Builder Assistant Dashboard

The Builder Assistant dashboard in the Console, accessible at console.walkme.com/assistant, provides a central place to view and manage all of your Builder Assistant tickets.

In the **Tickets** tab, you can manage all of your Builder Assistant tickets, including those that are open, ready for review, and completed.

Tickets solved by the Builder Assistant team don't require any further work from you, only accepting or declining the solution.

Assistant Recommendations and Tickets
Explore actionable recommendations to enhance your build and monitor submitted tickets

Recommendations Tickets

Open 4 Ready for Review 27 Closed 130

Search for system name

Item Name and Type	System Name	Production Status	Owned By	Ticket Created	Feedback
Next Steps	Salesforce Lightning	Published	lee.loyd@dap.com	8 minutes ago	👍 🔄 🚫
Select Stage	Salesforce Lightning	Published	lee.loyd@dap.com	32 minutes ago	👍 🔄 🚫
Enter Name New opportunity	Salesforce Lightning	Published	lee.loyd@dap.com	49 minutes ago	👍 🔄 🚫
Click new opportunity New opportunity	Salesforce Lightning	Published	lee.loyd@dap.com	1 hour ago	👍 🔄 🚫
Information Recommendations	Workday	Published and Modified	molly.dane@dap.com	1 day ago	👍 🔄 🚫
Personal Information	Workday	Published	lee.loyd@dap.com	3 days ago	👍 🔄 🚫
New Report Welcome	Workday	Published	molly.dane@dap.com	3 days ago	👍 🔄 🚫
Start Open Enrollment New opportunity	Salesforce Lightning	Published	lee.loyd@dap.com	3 days ago	👍 🔄 🚫
Change Owner	Salesforce Lightning	Published	lee.loyd@dap.com	3 days ago	👍 🔄 🚫
WD Personal Information	Workday	Published	molly.dane@dap.com	3 days ago	👍 🔄 🚫

Showing 1 - 10 of 27

1 2 3 >

Rows per page: 10

Note

Users can view tickets only for systems they have access to.

Ticket Confirmation

Before resolving an open Builder Assistant ticket, tickets will move to the **Ready for Review** tab where you can indicate whether a solution worked or not.

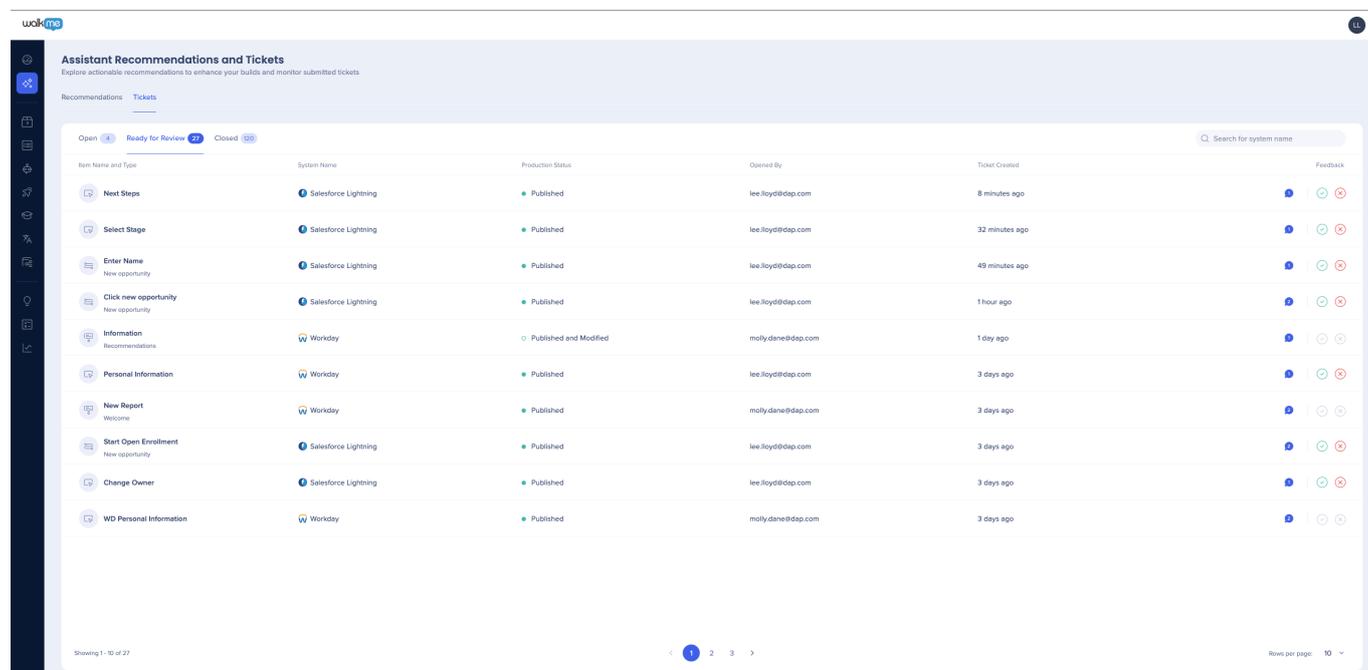
Ready for Review

- “Ready for Review” status means the Builder Assistant team has resolved the issue. You should accept or decline the solution. If declined, the ticket will be reopened.
- There is no additional action required on the user’s side. Our team will reach out in case any clarifications are needed via the comments section.

- **Green check mark:** Solution works
- **Red X:** Solution didn’t work

Note

Solutions can only be confirmed by the ticket creator.



The screenshot shows the 'Assistant Recommendations and Tickets' interface. It features a sidebar with navigation icons and a main content area with a table of tickets. The table has columns for Item Name and Type, System Name, Production Status, Owned By, Ticket Created, and Feedback. The 'Ready for Review' tab is active, showing 27 tickets.

Item Name and Type	System Name	Production Status	Owned By	Ticket Created	Feedback
Next Steps	Salesforce Lightning	Published	lee.loyd@dap.com	8 minutes ago	[Feedback icons]
Select Stage	Salesforce Lightning	Published	lee.loyd@dap.com	32 minutes ago	[Feedback icons]
Enter Name New opportunity	Salesforce Lightning	Published	lee.loyd@dap.com	49 minutes ago	[Feedback icons]
Click new opportunity New opportunity	Salesforce Lightning	Published	lee.loyd@dap.com	1 hour ago	[Feedback icons]
Information Recommendations	Workday	Published and Modified	molly.dane@dap.com	1 day ago	[Feedback icons]
Personal Information	Workday	Published	lee.loyd@dap.com	3 days ago	[Feedback icons]
New Report Welcome	Workday	Published	molly.dane@dap.com	3 days ago	[Feedback icons]
Start Open Enrollment New opportunity	Salesforce Lightning	Published	lee.loyd@dap.com	3 days ago	[Feedback icons]
Change Owner	Salesforce Lightning	Published	lee.loyd@dap.com	3 days ago	[Feedback icons]
WD Personal Information	Workday	Published	molly.dane@dap.com	3 days ago	[Feedback icons]

Once you accept a solution, the ticket will move to the **Closed** tab and you will be able to rate your experience using Builder Assistant. It is welcomed but not mandatory.

If you reject a solution, you will be asked to provide more information and the ticket will go back to the **Open** tab.

No action on your side!

The tickets are resolved by the Builder Assistant team and require no further action from you except for accepting or declining the solution. When an issue was resolved, we don't expect you to handle similar issues in the future by yourself - just open another ticket for us, and we'll take care of it.

Communications with Builder Assistant Team

In some cases, it may be necessary for the Builder Assistant team to contact you if they need further information. You can message with them directly in the Console on your tickets and recommendations.

Use cases

- View any comments you added while reporting the ticket
- Communicate with the Builder Assistant team on your tickets directly within the product
- Provide additional feedback before accepting solutions

How it works

1. Click the **message bubble** to open a conversation
2. Add a new message by clicking the **+ Add Message** button
3. Comments and replies can be added to any ticket, even if you aren't the reporter

Comments ×
Communicate directly with WalkMe

[New opportunity](#) | [Click new opportunity](#) | Ticket ID #2214130

[Hide Original Comment](#) ^

LL Lee Lloyd 
Step is missing from the page
8m

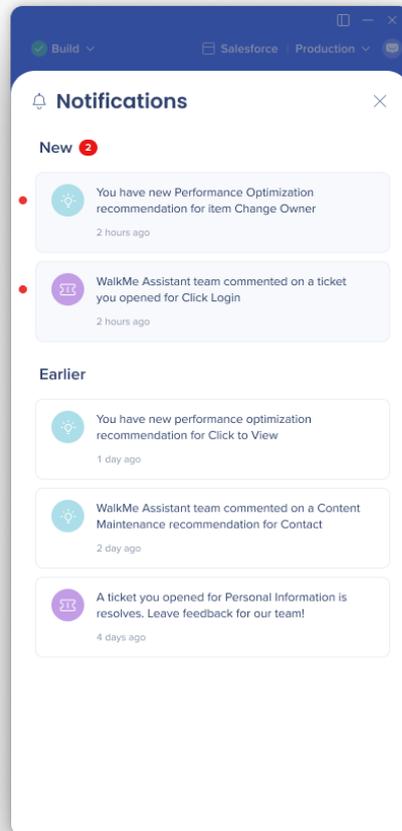
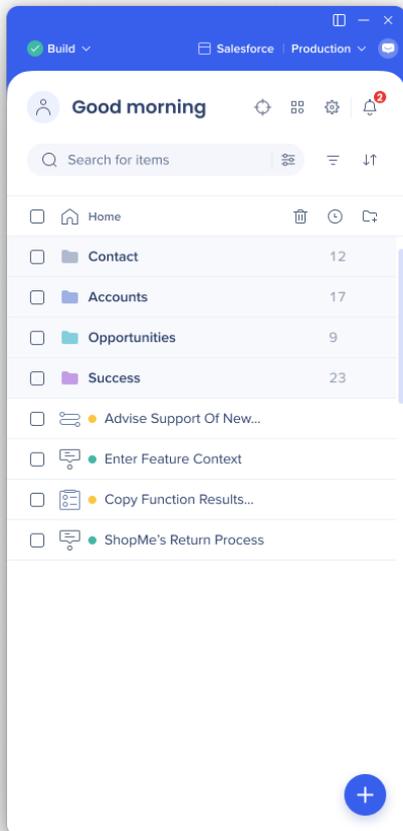
ms WalkMe Assistant team 🕒 1h

Hi! Have you checked that you don't have a condition that's preventing this step from playing? You can use the Flow Tracker to evaluate your conditions.

[↩ Reply](#)

Editor Notifications

- You will receive notifications in the Editor when a ticket status changes or you have a new message or recommendation from the Builder Assistant team



“Using WalkMe Builder Assistant to submit and manage tickets is brilliant! I love that I can do it all through the Editor, and that I receive a notification to see the latest information. This is doing the admin work for me.”

Laura Dean, HRIT Digital Adoption and Training Lead, TUI Group

Note

The Editor notification will only appear when you are in the same system used to submit the ticket. In the Console you can see all ticket and recommendation information for all of your systems.

