

Build And Approve

Brief Overview

Build and Approve is the third stage of deploying WalkMe on your site. Our Solution Engineers and Quality Assurance Teams will work with you and your DAC in order to produce a solution plan tailored to your needs. Your DAC will present the solution and explain how it will help address your Business Objective and affect your KPIs.

In this phase, your DAC will get your approval on the proposed solution. They will demonstrate how this solution will affect your KPIs. Once the solution has been agreed upon, your builder can get started with creating the solution! Otherwise, if you have allocated (purchased) SE Build hours, our Solution Engineers (SE) team will get to work on building out your implementation. You may go through multiple review cycles with our SE team in order to tailor it to your specifications. Once finalized, your project will be sent to our Quality Assurance (QA) Team for testing to ensure the strongest possible build.

How it Works

After the Kickoff and solutioning phase, your DAC will communicate your needs and goals to our Solution Engineers (SE) team, who, if you have allocated (purchased) SE Build hours, will build your solution or your dedicated builder. As this development process occurs, your DAC will be your main point of contact. They will ask you to provide any content, resources, or information your builder or the SE team will need in order to build out your solution. Before your solution is sent to you for review, it will be sent to our QA team for thorough testing. All solutions go through an agile development process in which the SE and QA teams constantly work to improve your solution. Once your project is complete, your DAC will book some time with you to review what has been created. Your feedback and comments are welcome at this stage.

Questions to Ask:

- Who must review the solution before it can go live?
- Is it clear to you how the solution connects to the business objective?
- What changes would you like to see before you go live with your solution?
- Are you and your DAC on the same page with KPIs and how you will measure success?
- Do you have other sources of data that can be used for KPIs?