

Solutioning

Brief Overview

Solutioning is the second stage of deploying WalkMe on your site. You will work with your Digital Adoption Consultant (DAC) to come up with some possible solutions that will address the Business Objectives identified during the Kickoff phase. During this stage, your DAC will demonstrate a few solutions and get your approval.

In this stage of the process, your DAC will work with you to create a solution that helps improve upon the challenges identified during the Kick-off stage. Your solutions are developed strategically, using the use case and business objectives provided. DACs go beyond simple process instruction, by utilizing their UX expertise and proven best practices to ensure user engagement and contextual support.

In order to craft a comprehensive solution, your DAC will ask about the specific processes, user roles, challenges, areas, and content that is relevant to your business objectives. The solutioning phase may require more than one meeting depending on the complexity of the business objective. At the end of the solutioning phase, your DAC will present you with an outline of a complete solution.

How It Works

In this call, your DAC will establish your use case and confirm the business objectives. Together you'll brainstorm potential solutions. If you have assigned dedicated Build hours, your DAC may partially build out these solutions to get your approval. Once you've confirmed your DAC is in the right direction, they will pass your build onto your selected builder and to our Solution Engineers (SE) team.

Questions to Ask:

- What if a user doesn't start this Walk-Thru from the beginning of the process?
- What segments do you want to create?
- How will I re-engage my users?
- Have I created solutions that will consistently be used?
- Are there any known issues with my platform that will make it hard to build on?
- Are there unique scenarios that will make this build difficult?

Aggressive vs Passive Solutions





Tip Tuesday

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