

Solution Accelerators

Brief Overview

Solution Accelerators are collections of platform-specific content combined with WalkMe's proprietary Element Library technology. Using Accelerators will decrease the time and resources required to initially implement WalkMe and reduce the ongoing resources required to maintain commonly implemented platform processes. You can access the Accelerators through the WalkMe Editor within the Solutions Gallery.

This feature is currently not available to EU Data Center users for both the Oracle HCM platform and ActionBot (Bot) solutions. Please contact your Account Manager for more information.

Use Cases

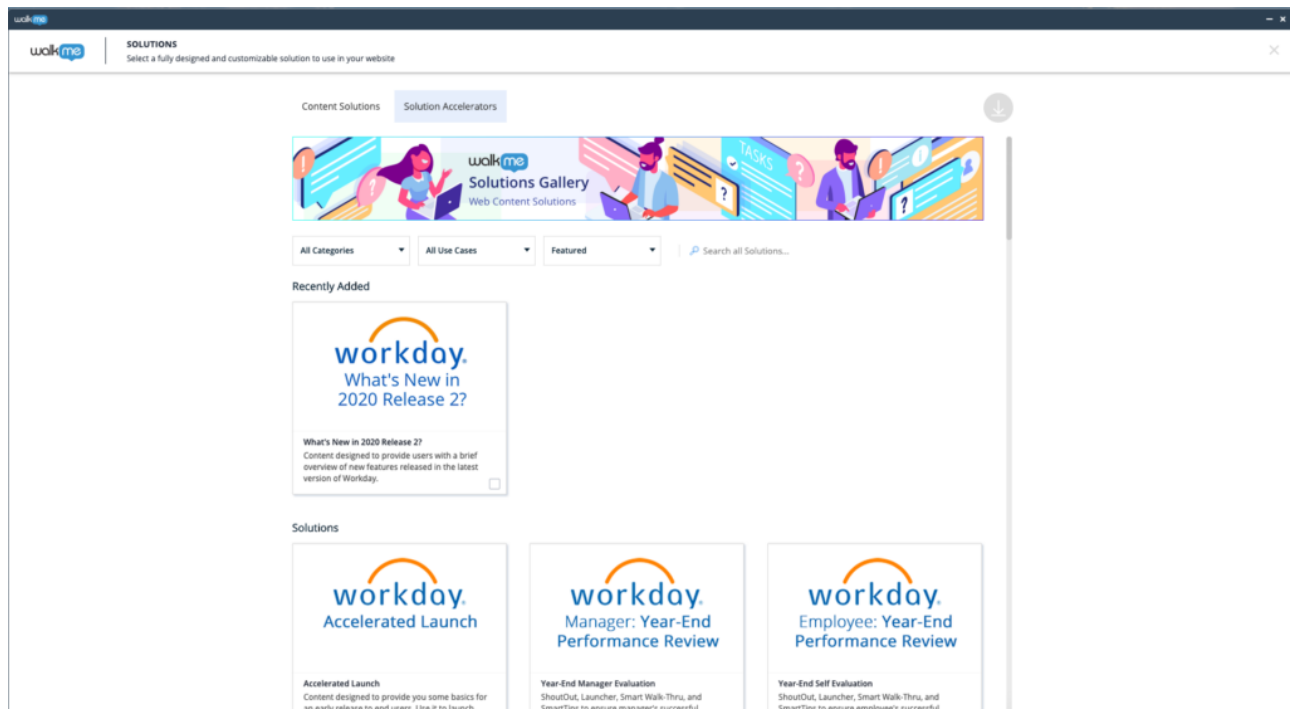
- New customers onboarding with WalkMe.
- Current WalkMe customers migrating from an older version of the platform.
- Current WalkMe customers looking to benefit from the maintenance savings.

How it Works

To enable the use of this feature, follow [these simple directions](#).

1. Once the feature is enabled, navigate to the [WalkMe Solutions Gallery](#)
2. Click on the "Solutions Accelerators" tab
3. Select All Systems, Workday®, Salesforce Lightning, Oracle HCM, Microsoft Dynamics CRM, SuccessFactors, or Microsoft Teams to view the system-specific Solution Accelerators
4. Hover over a Solution Accelerator

Hovering over a template's example image will display information regarding the Solution Templates use case, tags, and descriptions.



Once a user clicks on a Solution Accelerator’s “Use It” button (displayed on hover), the Solution Template will begin “generating.” Once generating is complete, the user will be automatically redirected back to their Editor’s “All Items” list view. Here, users will be able to see the newly created Folder with a matching Solution Accelerator name. The newly created folder will contain all of the Deployable Items (Smart Walk-Thrus, Launchers, ShoutOuts, etc.) included with the generated Solution Template.

Available Solution Accelerators

Users may select from a library of pre-built Accelerators which include:

Workday

Workday®

Download Tile	Solution
Accelerated Launch	Introduction to WalkMe
	Workday® Navigation Overview
	Employee Profile Overview Tour

Home Page Update – PEX (People Experience)	People Experience Home Page Redesign
Performance Review Self Evaluation	Performance Review Self Evaluation (works for Mid-Year & Year-End)
Performance Review Manager Evaluation	Performance Review Manager Evaluation (works for Mid-Year & Year-End)
Mini Conclusions	[Builder Guide] Mini Conclusions
	Mini Conclusions – Auto Click View Details
	[Builder Guide] Auto Step – Example Fix
	Mini Conclusions – Popup Step
	[Builder Guide] Popup Step – Example Fix
Change Legal Name	Change Legal Name
Change Preferred Name	Change Preferred Name
Change My Business Title	Change My Business Title
Change Home Contact Information	Change Home Contact Information
Change Personal Information	Change Personal Information
Add Alternative Work Location	Add Alternative Work Location
Time Off and Leave Management	Request Time Off
	Correct Time Off
	View Time Off Balance
	View Team Time Off and Leave Calendar
	Request Leave of Absence
	Request Return from Leave
Change Business Title	Change Business Title
Create Position	Create Position

Create Job Requisition	Create Job Requisition
Change Job	Change Job - Guided
	Change Job - Simple
	Start Job Change
Request Compensation Change	Request Compensation Change
Maintain Withholding Elections	Update State and Local Withholding Elections
	Update Federal Withholding Elections
Maintain Payment Elections	View/Edit Payment Elections
Submit Resignation	Submit Resignation
Terminate an Employee	Terminate an Employee
Off-Cycle Access Potential	Assess Potential - Ad Hoc
Give/Get Feedback	Give/Get Feedback
	Provide Feedback
	Request Feedback on Team Members
Complete Open Enrollment	Open Enrollment 2021
	Add Dependent
	Add Beneficiary
Annual Compensation Review	Annual Compensation Review
Search Automation	Search Automation
Change Benefits	Change Benefits
(Bot) Change Home Contact Information	(Bot) Add an Address
	(Bot) Add a Phone Number
	(Bot) Add Email Address
	(Bot) Update Primary Email Address

DEI Workforce Data Collection	DEI – Change My Personal Information
(Bot) Change My Legal/Preferred Name	(Bot) Change Preferred Name
	(Bot) Change Legal Name
Manage Dependents	Manage My Dependents
Manage Beneficiaries	Manage My Beneficiaries
Check In/Out	Check In
	Check Out
View My Required Learning	View My Required Learning
Learning – Navigation Kit	[Nav] Learning Dashboard
Manage My Team’s Learning	View My Team’s Learning (Manager)
	Enroll My Team in a Course (Manager)
Browse Learning Content and Topics	Browse Learning Content
	Set My Learning Interests/Preferences
Create a Lesson	Create a Lesson
Calibrate Team	Calibrate Team
Date Field Automation	Date Field Automation
Picklist Field Automation	Picklist Field Automation

Salesforce Lightning

Salesforce Lightning

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Accelerated Launch	Introduction to WalkMe
	Lightning Experience Overview
	List Page Overview

Out of Office	Set Out of Office
Build a Dashboard	Build a Dashboard
Build a Report	Build a Report
Process Foundation Kit	Process Foundation Kit (Modal Template)
Create a Lead	Create a Lead
Convert a Lead	Convert a Lead
Create an Opportunity	Create an Opportunity
Create a Quote	Create a Quote
Create a Contact	Create a Contact
Create an Account	Create an Account
Create a Calendar Event	Create a Calendar Event
Create a Task	Create a Task
Log a Task to a Record	Log a Task to a Record
Log a Call to a Record	Log a Call to a Record
Log an Event to a Record	Log an Event to a Record
Update My Profile & Notifications	Update My Profile
	Add or Update My Profile Picture
	Edit "About Me"
	Edit My Profile Information
	Set Up Chatter Email Notifications
(Bot) Create an Opportunity	(Bot) Create an Opportunity
(Bot) Log an Activity	(Bot) Log a Task
	(Bot) Log an Event
	(Bot) Log a Call

Create a Chatter Post	Create a Chatter Post
	Create a Global Chatter Post
	Create a Chatter Stream
	View My Followers
Case Management	Create a Case
	Assign a Case
	Follow a Case
	[Nav] To Existing Case
[Nav Branch] Opportunity Record - Related	[Nav] Opportunity Record - Related
[Nav Branch] Account Record - Related	[Nav] Account Record - Related
[Nav Branch] Contact Record - Related	[Nav] Contact Record - Related
[Nav Branch] Lead Record - Related	[Nav] Lead Record - Related
[Nav Branch] Record Page - Load Related Tab	[Nav] Record Page - Load Related
[Nav Branch] Record Type Select Modal	[Nav] Record Type Select Modal
[Nav Branch] Turn Off Split View	[Nav] Turn Off Split View - Home/List
Campaign Management	Create a Campaign
	Add Campaign Members
[Nav] Navigate to Record List View	[Nav] Navigate to Record List View

Oracle HCM

Oracle HCM

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Oracle HCM: Starter Kit	[Branch] Navigate to Home
	[Branch] Navigate to Me Tab
	[Branch] Navigate to My Team
	How to Update Personal Details
	How to Update Contact Info
	How to Update Family and Emergency Contacts
	How to View Employment Info
	How to Add a Payment Method
	How to Update Skills and Qualifications
	How to Promote an Employee
	How to Terminate an Employee
	How to Transfer an Employee
	How to Change an Employee's Manager

Microsoft Dynamics CRM

Microsoft Dynamics CRM

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Accelerated Launch	Introduction to WalkMe
	Sales Hub Overview
	Hide/Expand Side Navigation
(Sales Hub) Quick Create	Quick Create

(Sales Hub) Create an Account	Create an Account
(Sales Hub) Create a Lead	Create a Lead
(Sales Hub) Qualify a Lead	Qualify a Lead
(Sales Hub) Reactivate a Lead	Reactivate a Lead
(Sales Hub) Lead Record Mini Menu	[Mini Menu] Leads
(Sales Hub) Create Email	Create Email From Opportunity
	Create an Email from a Lead
(Sales Hub) Develop an Opportunity to Quotation	Develop an Opportunity to Quotation
(Sales Hub) Propose an Opportunity	Propose an Opportunity
(Sales Hub) Add Products to an Opportunity	Add Products to an Opportunity

(Sales Hub) Add Quotes to an Opportunity	Add Quotes to an Opportunity
(Sales Hub) Opportunity Record Mini Menu	[Mini Menu] Opportunity
(Customer Service Hub) Create a Case	Create Case
(Customer Service Hub) Reassign a Case	Reassign a Case
(Customer Service Hub) Resolve a Case	Resolve a Case
(Customer Service Hub) Create a Knowledge Base Article	Create Knowledge Base Article
(Bot) Create a Case	(Bot) Create a Case
(Bot) Create a Lead	(Bot) Create a Lead

SuccessFactors

SuccessFactors

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Accelerated Launch	Introduction to WalkMe
	SuccessFactors Navigation Overview

Update My Profile Picture	Update My Profile Picture
Update My Personal Information	Update My Personal Information
Update My Emergency Contact Details	Update My Emergency Contact Details
Change My Language	Change My Language
Time & Attendance Management	View Time Off Balance (Leave)
	Request Time Off (Leave)
	View My Timesheet
Create a Goal	Create a Goal
Create a Job Requisition	Create a Job Requisition
Route Job Requisition for Approval	Route Job Requisition for Approval
Terminate an Employee	Terminate an Employee
Bot - Update My Personal Information	Bot - Update My Personal Information
Bot - Change My Language	Bot - Change My Language
Reimagined Home Page	New Home Page Overview
	New Home Page (Extended)
	Configure My Favorites
Company Directory and Org Chart	Access the Org Chart
	Access the Employee Directory
	Org Chart Navigation Overview
	Access the Position Org Chart

Microsoft Teams

Microsoft Teams

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Introduction to Teams & WalkMe	Introduction to WalkMe
	Teams Navigation Overview
Teams Feedback Survey	Teams Feedback Survey
Content Suggestion Survey	Content Suggestion Survey
Update My Notification Settings	Manage Notification Settings
Set Out of Office Message	Schedule Out of Office
Status Message	Update My Status Message
	Clear My Current Status Message
Create or Join a Team	Create a Team
	Join a Team with Code
Manage a Team	Add a Channel
	Add Member to a Team

ServiceNow

ServiceNow

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(Agent Workspace) Quick Start	Welcome Message
	Agent Workspace Overview
(Agent Workspace) Create a Case	Create a Case
(Agent Workspace) Create a New List	Create a New List
(Agent Workspace) Create an Incident	Create an Incident
(Agent Workspace) Create an Interaction	Create an Interaction
(Agent Workspace) Resolve an Incident	Resolve an Incident
(Agent Workspace) Update My Status	Update My Status
(Employee Service Center) Quick Start	Welcome Message
	Employee Service Center Overview
(Employee Service Center) Feedback Survey	Feedback Survey
(Employee Service Center) Create an Incident	Create an Incident
(Employee Service Center) Knowledge Base	Knowledge Base
(Employee Service Center) Report an Issue	Report an Issue
(Employee Service Center) Request Hardware	Request Hardware
(Employee Service Center) View Cart or Checkout	View Cart or Checkout
(Employee Service Center) View or Update a Request	View or Update a Request

(Service Portal) Quick Start	Welcome Message
	Service Portal Overview
(Service Portal) Feedback Survey	Feedback Survey
(Service Portal) Create an Incident	Create an Incident
(Service Portal) Report an Issue	Report an Issue
(Service Portal) View or Update a Request	View or Update a Request
(Service Portal) Request Hardware	Request Hardware
(Service Portal) Cart Reminder	Cart Reminder
(Service Portal) Knowledge Base	Knowledge Base

Thanks for submitting to our Sub-Processors updates!

Subscribe

The list of accelerators used by WalkMe may change from time to time as our product evolves. If keeping up with these changes is important in your organisation, we advise you to subscribe to receive automated email notifications on changes to this list.

Submit