

Systems Overview

Brief Overview

Systems Overview provides a high-level usage status of all the systems and desktop apps across a company. Management can view every application their employees use and quickly identify which ones have a lower adoption rate or are being underutilized from a single location, helping you make high-level decisions regarding the processes and systems used throughout an organization.

Systems Overview is the main Insights dashboard and the default home page for all accounts in [Insights](#) at insights.walkme.com.

Desktop apps note

Systems Overview for desktop apps is an enabled feature. Please reach out to your Customer Success Manager or WalkMe contact to request access.

Use Cases

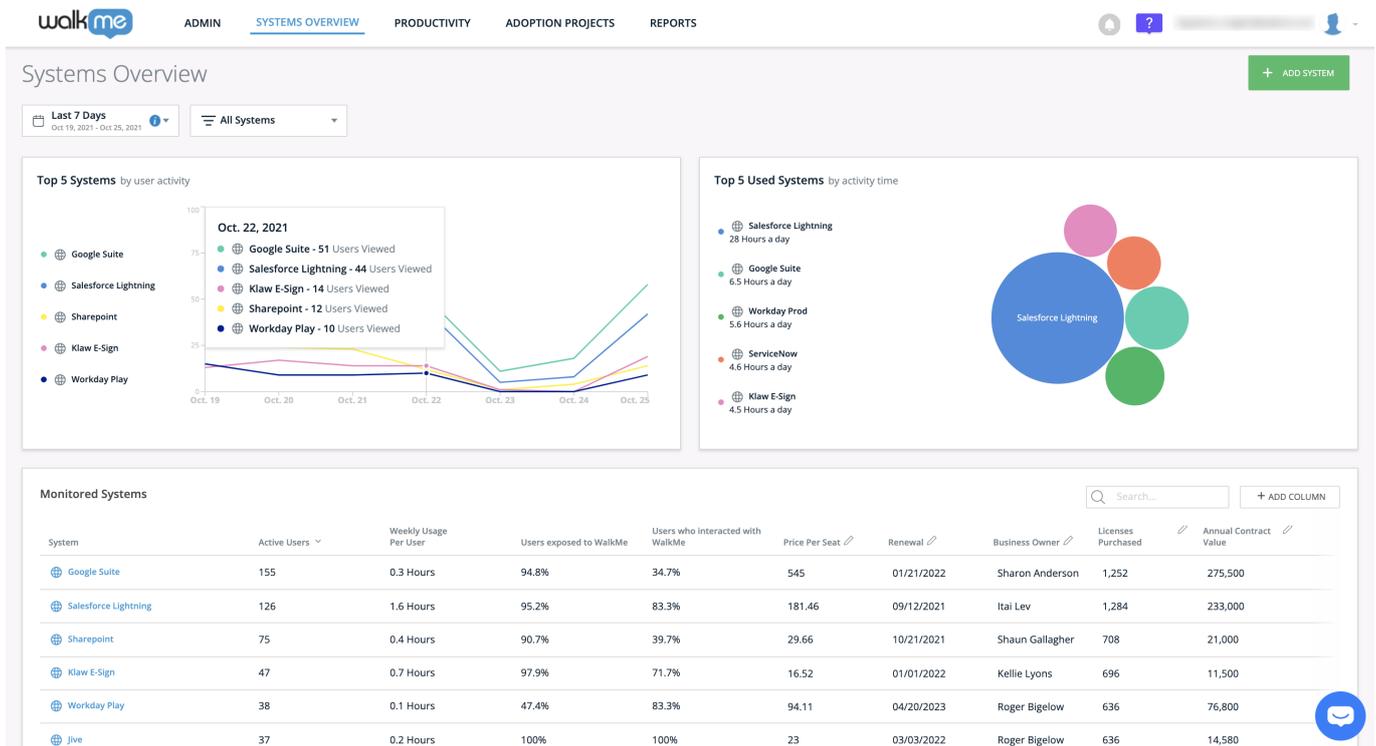
- CIOs/CEOs methodology tool to measure software adoption based on high-level data to support strategic decisions
- Software adoption processes being utilized and prioritized across the organization according to high-level data
- Builders using adoption data to analyze end users' activity and create WalkMe content to target them accurately

How It Works

Systems Overview is our portal for the person or team in the company that owns the subject of Digital Adoption in an organization and/or a department. By configuring an account that successfully meets all the requirements, the main screen of the Enterprise Insights account will become the Systems Overview. Providing the high-level usage status and overview of all the systems and Desktop apps used across the organization or a department.

Production environment data

The systems overview dashboard only counts production environment data.



Prerequisites

- Account has at least two systems configured
- WalkMe User Identifier
- Desktop apps overview is only available for customers with WalkMe Workstation implemented and requires setup

[About WalkMe Workstation](#)

Selecting a Date Range

Using the drop-down on the top left of the Systems Overview you can select a new date range for the data values, by default it will display data from the previous week:

Last 7 Days ▼
Jun 3, 2019 - Jun 9, 2019

- Today
- Yesterday
- Last Week
- Last Month
- Last 3 Months
- Last 7 Days**
- Last 30 Days
- Last 90 Days
- Custom Dates

Filtering by System Type

Using the **All System** filter drop-down on the top left of the Systems Overview you can select whether you want to display All Systems, Web Systems, or Desktop Apps.

Systems Overview

Last 7 Days
Mar 24, 2021 - Mar 30, 2021

All Systems ▼

- Desktop Apps
- Web Systems

Top 5 Systems by user activity

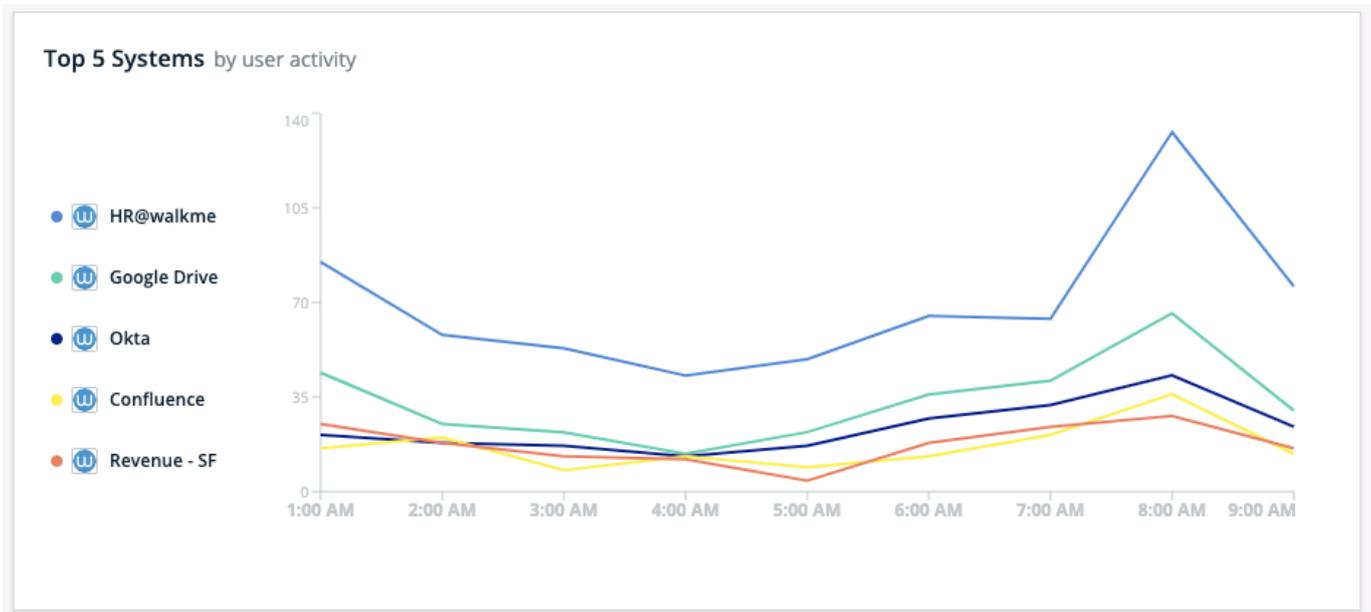
Top 5 Used Systems by activity time

Monitored Systems

System	Active Users	Weekly Usage Per User	Users exposed to WalkMe	Users who interacted with WalkMe	Renewal Date	Support Tickets	Cost Per User (USD)
Gmail/GCal/ADP	751	25 Hours	99.3%	20%	02/01/2021	20	0.5
Google Drive	676	11 Hours	8.4%	29.8%	01/05/2020	0	1
Confluence	669	2.5 Hours	98.7%	34.2%	03/10/2021	130	12
SF Classic - Services	423	0.9 Hours	23.6%	16%	02/27/2021	4	120

Top 5 Systems by User Activity

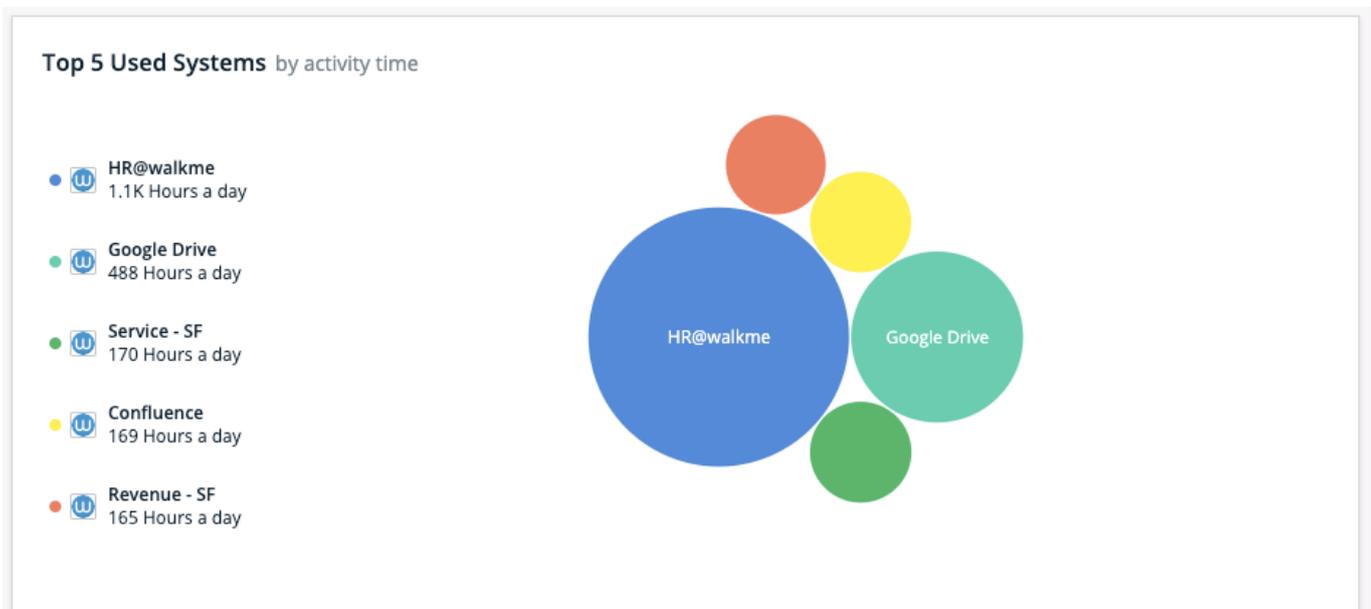
On the top left of the page, you can see the user activity trend for the 5 web systems and Desktop apps with the highest number of active users.



Top 5 Used Systems by Activity Time

On the top right of the Systems Overview, you can see the 5 systems and Desktop apps with the greatest aggregates session time per day across all users.

The longer the time, the bigger the circle per system will appear:



Monitored Systems

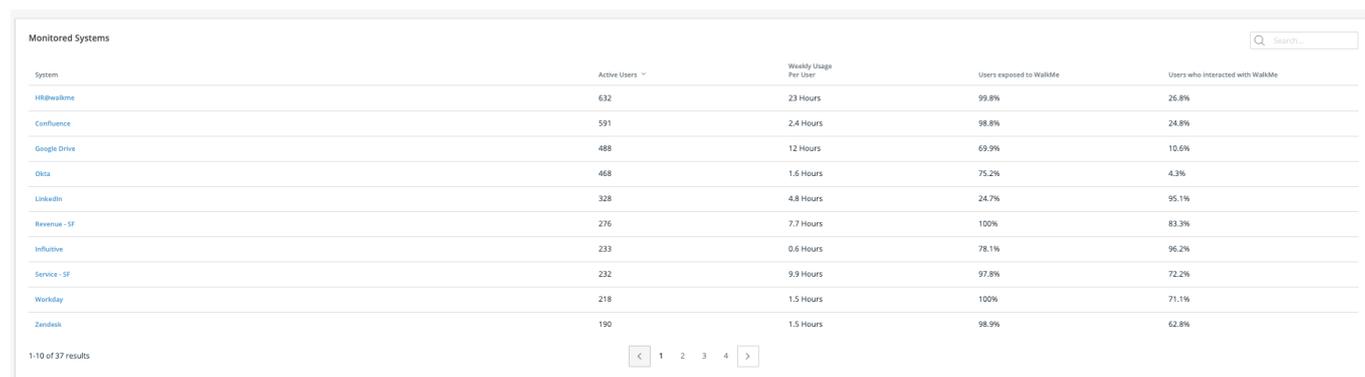
Each system row represents a WalkMe account under the Multi-System Administration account.

“Active Users” are users that had at least one session in the chosen date range.

“Weekly Usage Per User” is the average number of hours users are active in the system in a week (the total duration of all sessions divided by the number of all active users and number of weeks).

“Users Exposed to WalkMe” is the percentage of users exposed to WalkMe content, out of the total number of active users - this metric will not be populated for Desktop apps since WalkMe content cannot be created for them.

“Users who interacted with WalkMe” is the percentage of users who interacted with a WalkMe item, out of the users who were exposed to WalkMe content.



System	Active Users	Weekly Usage Per User	Users exposed to WalkMe	Users who interacted with WalkMe
HR@walkme	632	23 Hours	99.8%	26.8%
Confluence	591	2.4 Hours	98.8%	24.8%
Google Drive	488	12 Hours	69.9%	10.6%
Okta	468	1.6 Hours	75.2%	4.3%
LinkedIn	328	4.8 Hours	24.7%	95.1%
Revenue - SF	276	7.7 Hours	100%	83.3%
Influitive	233	0.6 Hours	78.1%	96.2%
Service - SF	232	9.9 Hours	97.8%	72.2%
Workday	218	1.5 Hours	100%	71.1%
Zendesk	190	1.5 Hours	98.9%	62.8%

Adding Custom Columns

In addition to the four out of the box columns in the Monitored Systems table, it is possible to add “custom” columns, to enrich the dashboard with data that is meaningful for your specific use case. To add a custom column

- Click on the “ADD COLUMN” button
- Define the column name and type
- Add the values to each of the systems in the list

Once saved the column will appear in the Monitored systems table.

To edit the column data - either click on the edit button at the top of the column or edit the value inline.

Examples of columns that may be useful to add - number of licenses purchased, department, owner, cost center, date.

Monitored Systems

Search... + ADD COLUMN

System	Active Users	Weekly Usage Per User	Users exposed to WalkMe	Users who interacted with WalkMe	Renewal Date	Cost Per User	Support Tickets
WalkMe Analytics Portal	197	1.3 Hours	99.5%	55.6%	03/24/2021	0	0
SF Classic - Services	426	0.8 Hours	28.2%	22.5%	02/27/2021	2,000	0
Zendesk	259	2.1 Hours	99.6%	65.9%	02/10/2021	5,000	0
SF Classic - Revenue	74	1.4 Hours	93.2%	18.8%	02/01/2021	-3	0
Gmail/CallADP	764	24 Hours	99.7%	26.8%	02/01/2021	0.5	0
Netsuite	44	4.6 Hours	97.7%	74.4%	01/30/2021	0	0
Google Drive	693	12 Hours	11.7%	28.4%	01/05/2021	19,000	0
Performance Score Portal	0	---	---	---	01/01/2021	-2	0
Amazon AWS	3	0.1 Hours	100%	66.7%	---	0	0
Service Console	41	10 Hours	73.2%	43.3%	---	0	0

1-10 of 40 results

< 1 2 3 4 >

Drill Down to System Analytics

Clicking a system row navigates to the Insights view for that specific system.

Note

Drill down to system analytics for Desktop apps is currently not supported.

Edit System

You can use the settings icon to navigate to the Admin Center to edit a system.

Monitored Systems

Search... + ADD COLUMN

System	Active Users	Weekly Usage Per User	Users exposed to WalkMe	Users who interacted with WalkMe
default	1	0.4 Hours	100%	100%
ADP Workforce Now	0	---	---	---
AWS	0	---	---	---
Ariba	0	---	---	---

Showing all results

Edit in Admin Center