

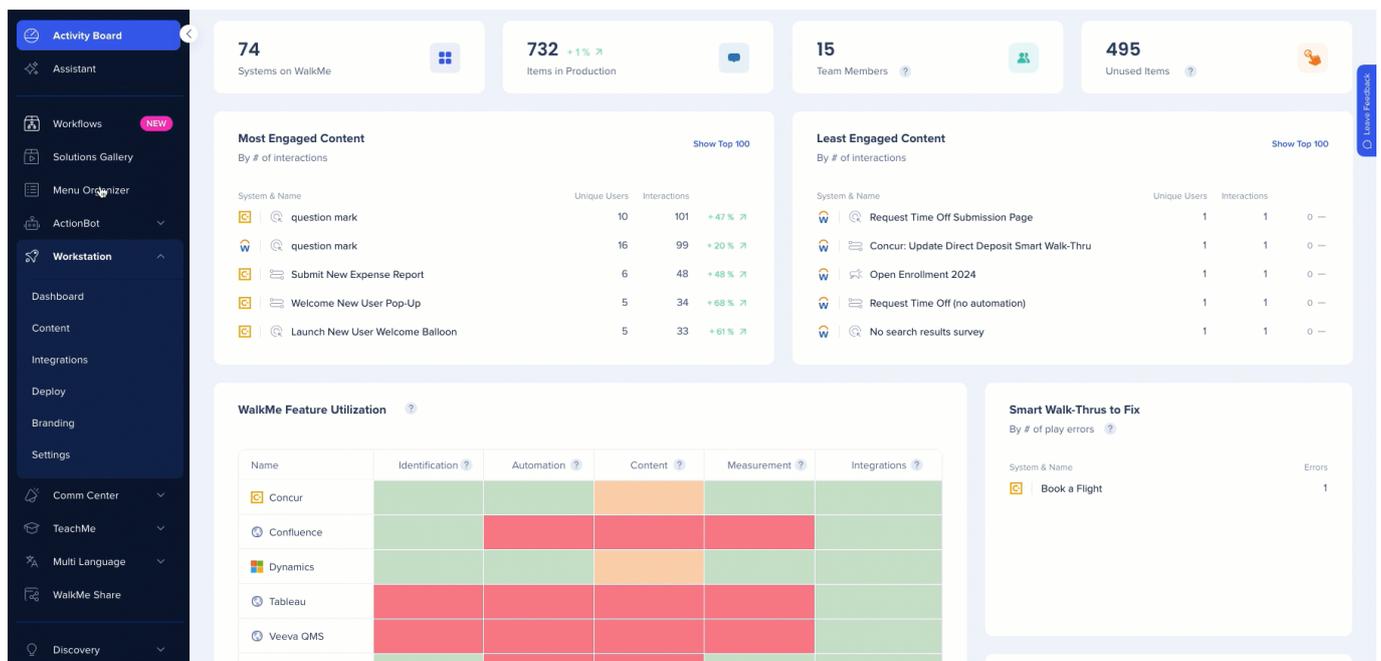
# WalkMe Console

## About WalkMe Console

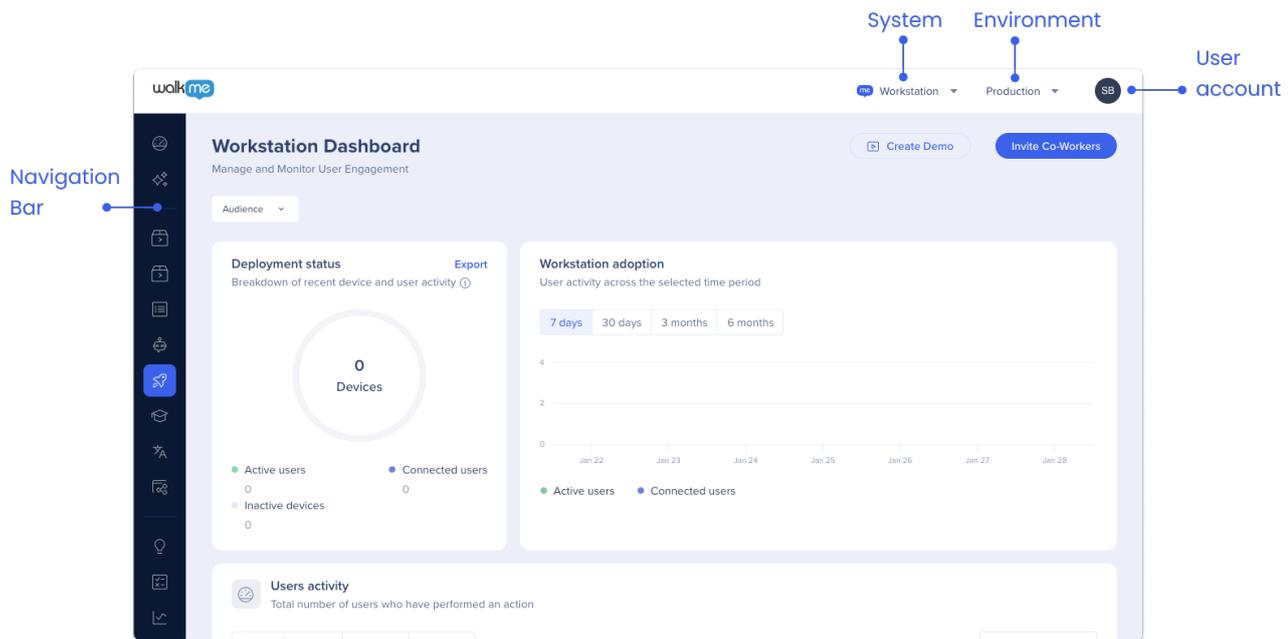
The Console, accessible from [console.walkme.com](https://console.walkme.com), is your one-stop-shop for all things WalkMe. Console aims to provide a **simple user journey** allowing users to **easily navigate** between all our WalkMe apps and products.

Overtime, all existing interfaces including [Insights](#), [ActionBot](#), and the [Admin Center](#) will consolidate into a single interface here for all your digital adoption needs.

In this article, we'll go over console components and available apps.



## WalkMe Console components



The WalkMe Console is a centralized platform that provides access to all of WalkMe’s applications and products. It is designed to simplify user navigation and provide a seamless experience.

The console is composed with the following components:

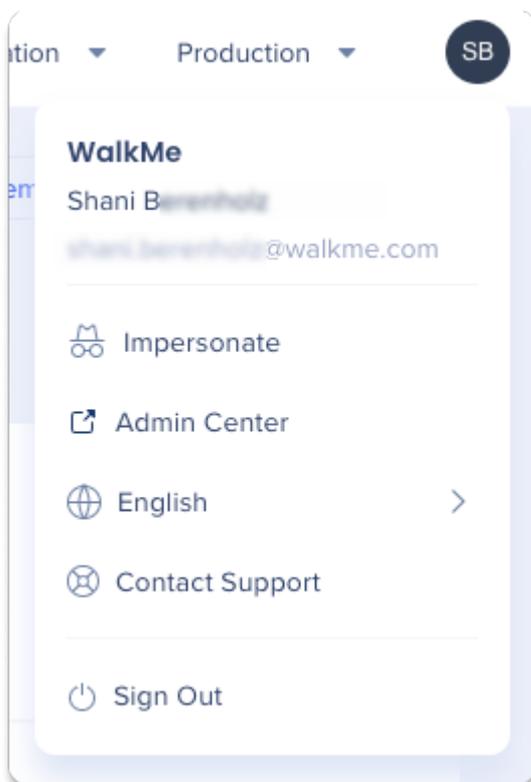
- User Account
- Environment
- System
- Desktop / Mobile View (available depending on app)
- Navigation Bar

## User Account

The available options in the user account dropdown in the WalkMe console may vary depending on the user’s account settings and permissions.

However, some common options include:

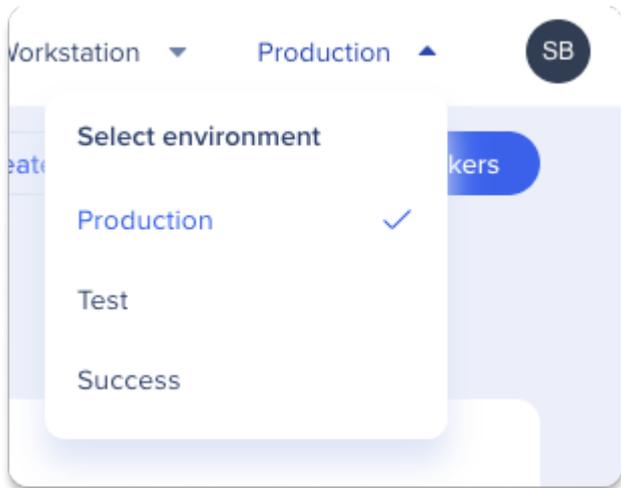
- **Impersonate:** Impersonate mode allows users to temporarily take on the identity of another user for testing and troubleshooting purposes. [Learn more here.](#)
- **Admin Center:** Opens a new tab to the Admin Center, a centralized platform that allows WalkMe users to manage and customize their WalkMe implementation. [Learn more here.](#)
- **Language:** The console supports the following languages -
  - English
  - Japanese
- **Access to Support:** Opens a new tab to the Community page for contacting Support
- **Sign Out:** Users can click to sign out of their user account



## Environment

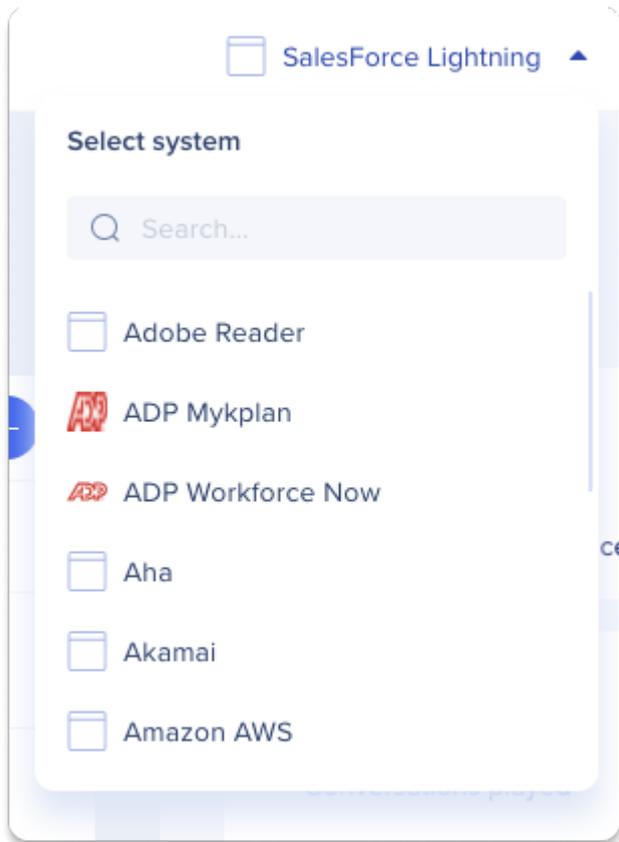
The environment dropdown allows users to switch between different environments set up for WalkMe implementation.

Switching between environments allows users to view and edit WalkMe content specific to each environment.



## System

The system dropdown in the WalkMe console is a menu that allows you to select the system that you want to work on. It allows you to switch between different systems that you have created in the WalkMe console so that you can manage your WalkMe content for each system separately.



## Desktop / Mobile View

The Desktop / Mobile view dropdown in the WalkMe console is a menu that only appears in relevant apps that support mobile view on top of the regular desktop view, such as Menu Organizer and Multi-Language.

If the account has mobile view defined for them on a system, they will see this third dropdown.



## Navigation Bar

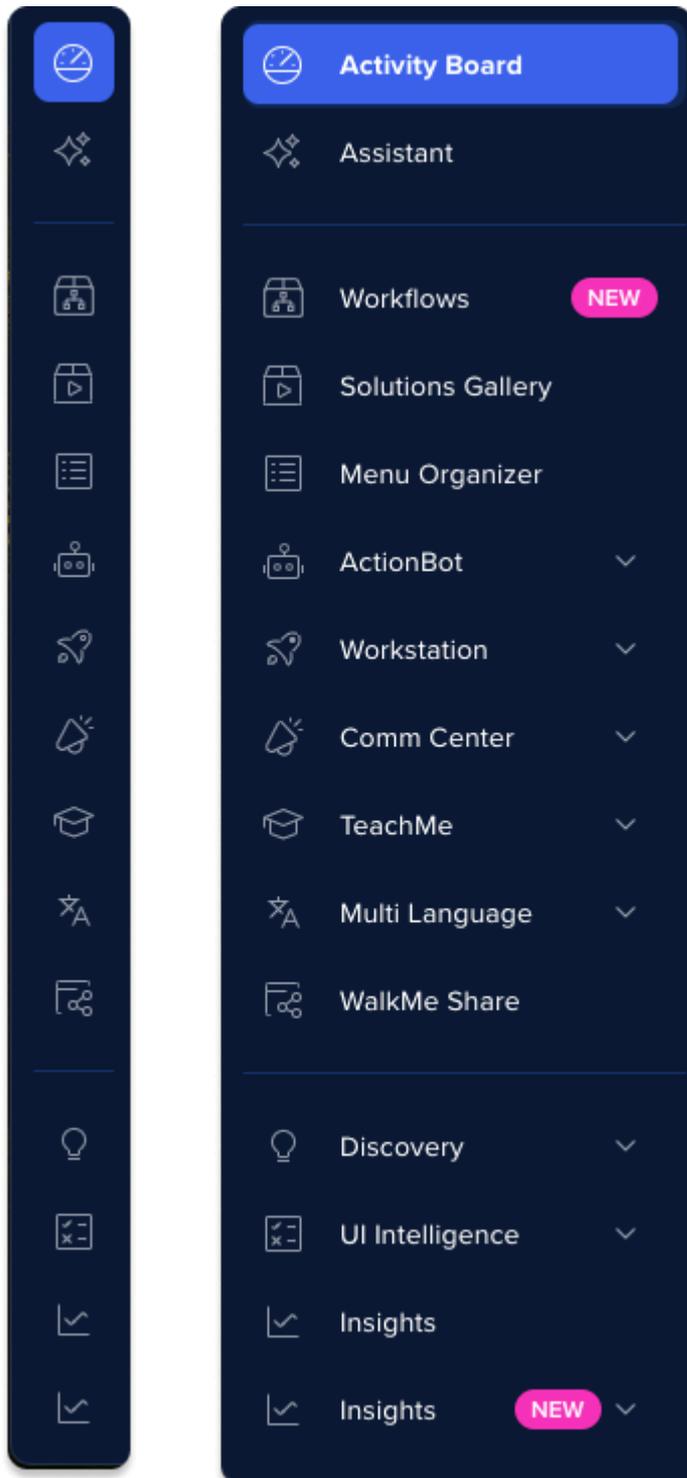
The navigation bar provides easy access to the various apps available in the Console, allowing for seamless navigation between them.

The Navigation Bar (NavBar) has two states:

1. **Collapsed** (view icons only)
2. **Expanded** (view icons and app names)

By default, the NavBar is in a collapsed state that, upon hovering, will expand. In either state, the NavBar displays all available apps on Console.

Some apps have **multiple sub-routes**, indicated by a **dropdown arrow**, allowing users to quickly navigate to the relevant page within the desired app.





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

Recommendations Tickets

Open 1 Pending Confirmation 3 Closed 12

Search for system name

Item name and Type	System Name	Production Status	Opened By	Ticket Created
<b>New Folder</b> → Click SmartTip is missing from the page	Salesforce Lightning	Published	peter.parker@walkme.com	1 minute ago
<b>Click Contact Email</b> → Update Cont... Skip is missing from the page	Oracle	Published	steve.rogers@walkme.com	5 minutes ago
<b>My Tickets</b> Launcher shouldn't be on the page	ServiceNow	Draft	wade.wilson@walkme.com	20 minutes ago
<b>New Request</b> → Enter Request ID SmartTip isn't where it should be on the page	Microsoft Dynamics	Published	bruce.banner@walkme.com	1 hour ago
<b>Create Report</b> Launcher shouldn't be on the page	Azure	Draft	natasha.romanoff@walkme.com	2 hours ago
<b>Login</b> → Enter first name Something else	Amazon AWS	Published	wanda.maximoff@walkme.com	2 hours ago

## Workflows

The [Workflows app](#) focuses on common challenges in organizational processes and provides solutions for these processes therefore shortening time to value.

Using common industry language and taxonomy, starting with the business domain.

**Workflows** Request a Demo Wishlist

Select from WalkMe's catalog of workflows by domain to accelerate your digital adoption success

Select a Business Domain

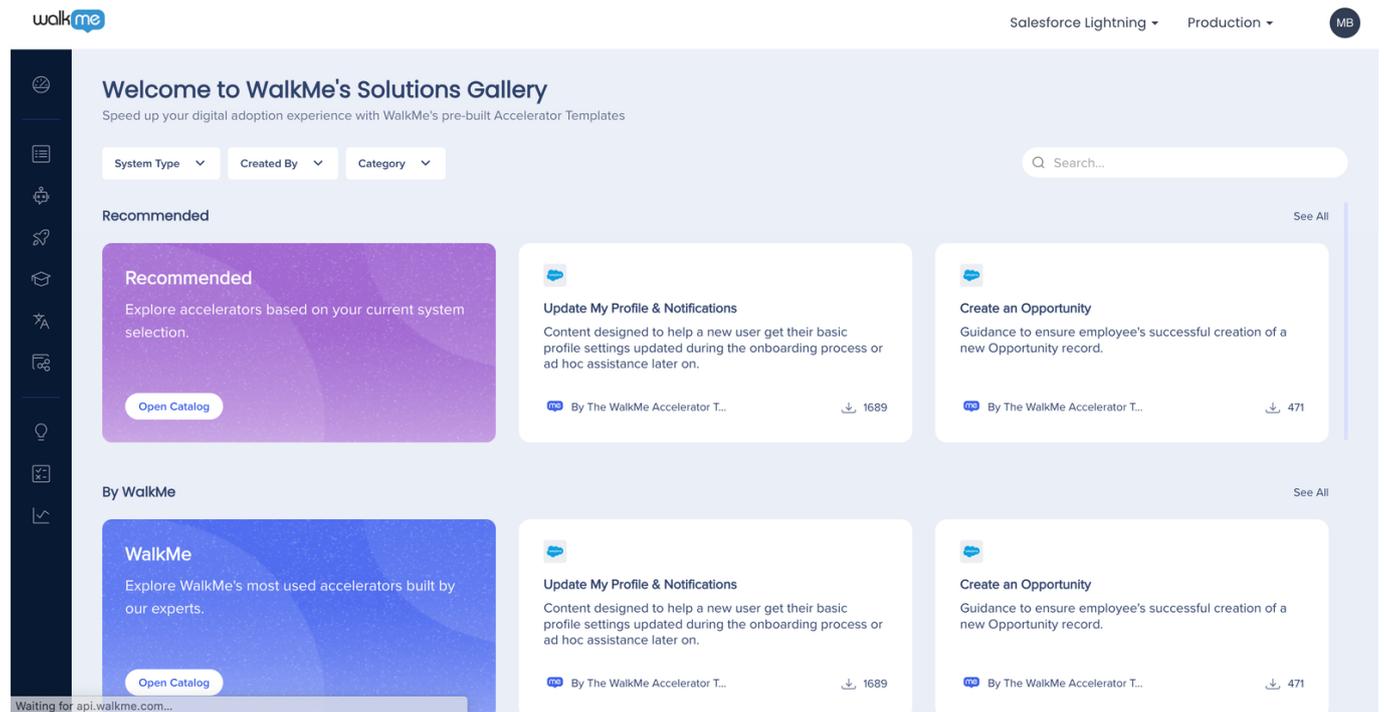
**Business Domains & Workflows**

- All Business Domains
- Human Capital Management
- Finance
- Sales
- Information Technology
- Operations and Supply Chal...
- Security
- Financial Services
- Insurance
- Life Sciences
- Enterprise Portfolio and...
- Engineering
- Customer Service...

<p><b>Human Capital Management</b></p> <p>Focused on hiring the right people and managing them to optimize their productivity.</p> <p>13 Workflows</p>	<p><b>Finance</b></p> <p>Focused on funding operations in order to maximize profits and minimize costs.</p> <p>5 Workflows</p>	<p><b>Sales</b></p> <p>Managing an organization's relationships and interactions with current and potential customers. It involves using technology to organize, automate...</p> <p>11 Workflows</p>
<p><b>Information Technology</b></p> <p>Manages a company's technology-related assets, policies, procedures and systems.</p> <p>6 Workflows</p>	<p><b>Operations and Supply Chain Management</b></p> <p>The coordination of multiple internal &amp; external stakeholders, including suppliers, manufacturers, distributors, retailers, and customers, including...</p> <p>4 Workflows</p>	<p><b>Security</b></p> <p>Focused on protecting computers, networks, programs and data from unauthorised access or damage.</p> <p>2 Workflows</p>
<p><b>Financial Services</b></p> <p>A wide range of services provided by financial institutions such as banks, credit unions, insurance companies, investment firms, and other financial...</p> <p>4 Workflows</p>	<p><b>Insurance</b></p> <p>Focuses on financial protection against risks and uncertainties. Insurance companies offer a range of insurance products to individuals, businesses, and...</p> <p>7 Workflows</p>	<p><b>Life Sciences</b></p> <p>Focused on ensuring the safety and efficacy of products and services through regulatory oversight and compliance.</p> <p>3 Workflows</p>

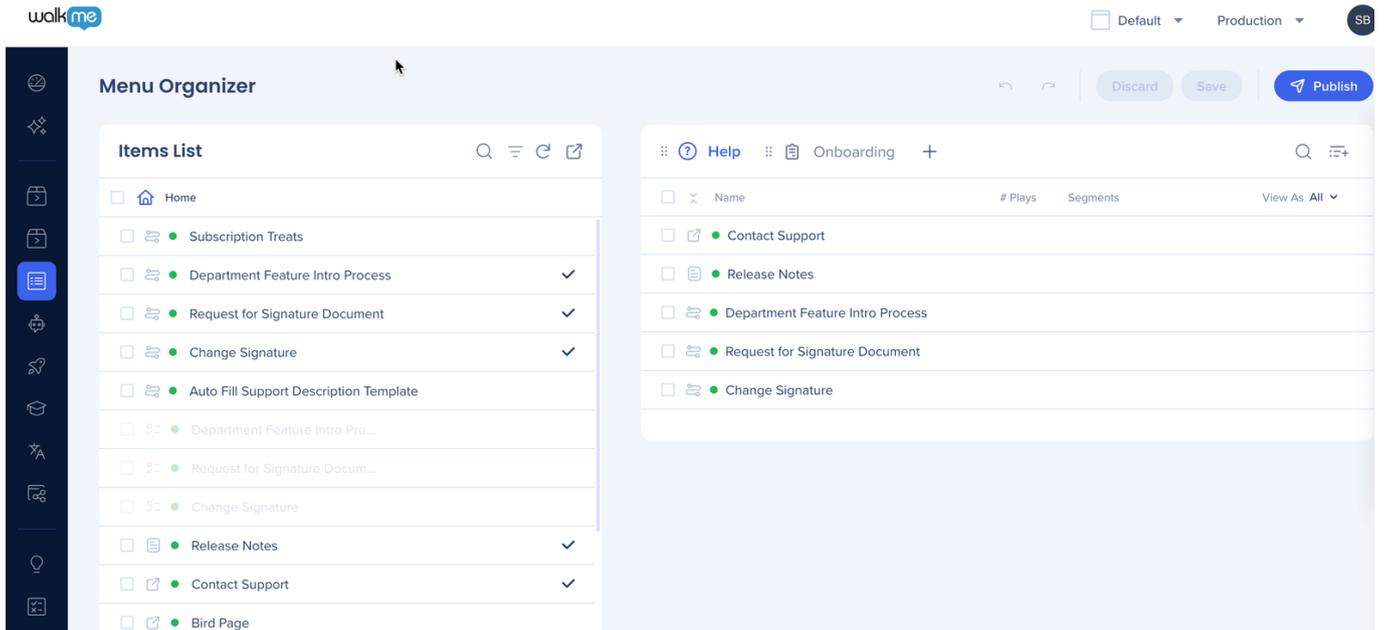
## Solutions Gallery

The [Solutions Gallery](#) offers prebuilt Accelerator Templates designed to simplify digital adoption. These Templates are created by experts, partners, and WalkMe’s community of Builders, based on specific use cases and platforms, and come with detailed descriptions and previews to expedite deployment.



## Menu Organizer

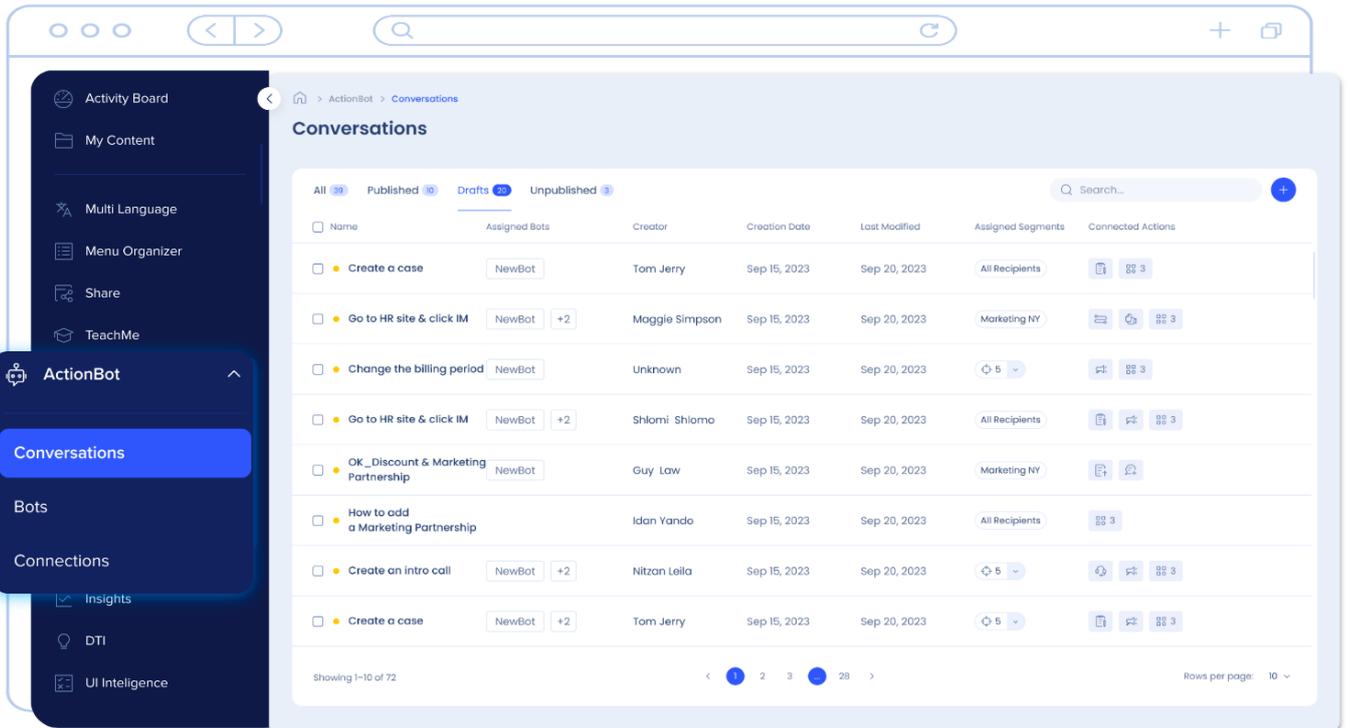
The [Menu Organizer](#) allows users to customize content for the WalkMe menu and Workstation. It provides a user-friendly interface for creating, editing, and organizing WalkMe items, and allows you to easily publish and deploy.



## ActionBot

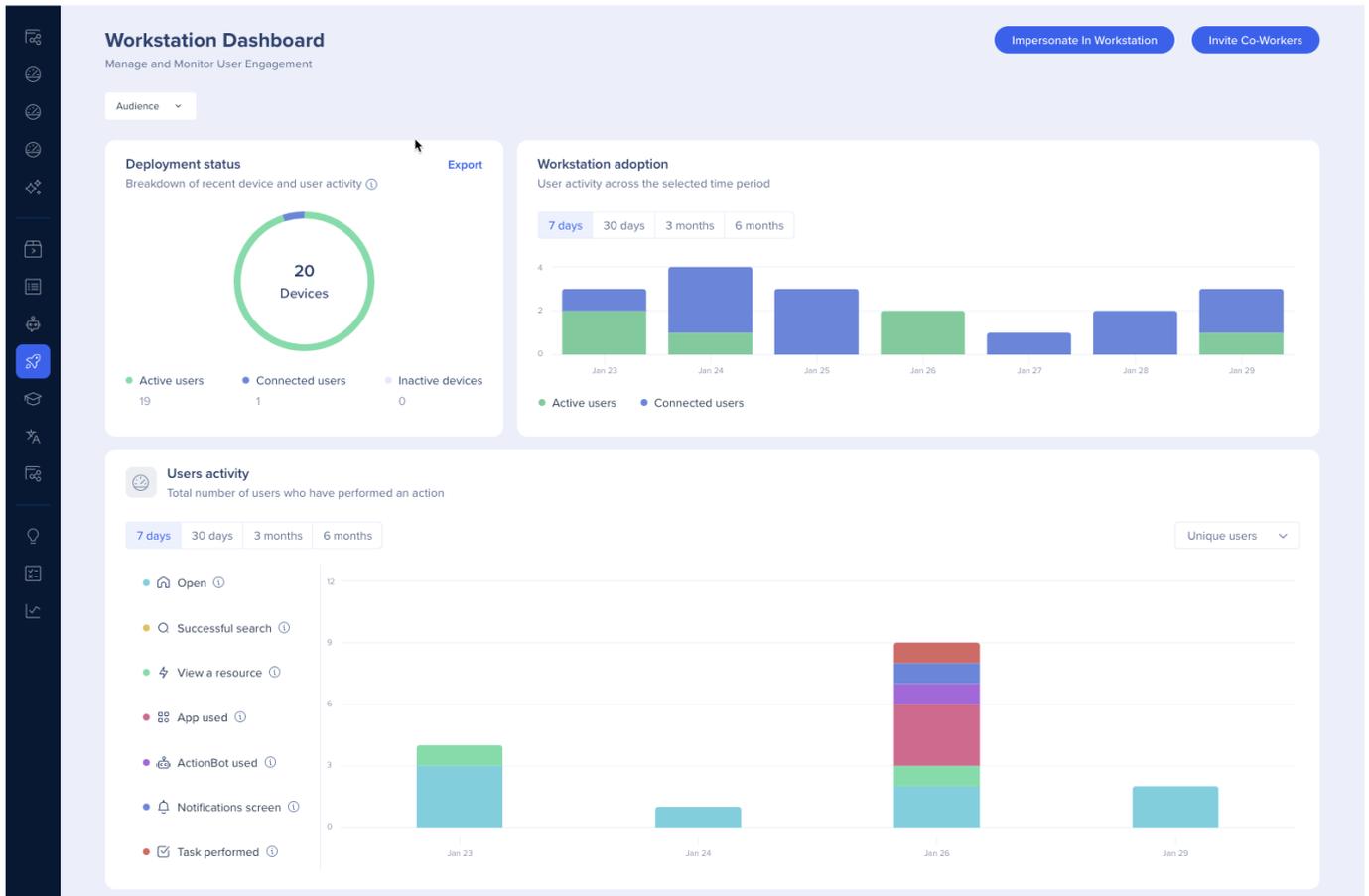
The [ActionBot](#) enhances digital adoption by allowing end-users to perform complex tasks through a central chat-like interface, reducing errors and frustration.

ActionBot creation is transitioning from the Editor into the Console in order to provide a better user experience.



## Workstation

The [Workstation console](#) page allows organizations to set up and manage their Workstation systems. Admin users can create and customize their Workstation systems from within the console. Additionally, they can manage integrations, enable/disable features, and monitor their Workstation performance directly from the console.



## Communications Center

The [Communications Center](#) is an app where users can create and enable direct notification from an organization to an employee.

All Notifications
New Notification

Active 10 | Scheduled 0 | Completed 83 | Drafts 15 | Archived 14
Export CSV

### 13 notifications

Notifications that have not reached their end date

Name	Audience	Creator	Start Date	Last Modified
Submit Quarterly Expense Report <small>It's time to submit your quarterly expense report!</small>	All Recipients	Ofe Levy	Dec 11, 2023, 12:47 PM	Dec 11, 2023, 12:57 PM
Ariba: Migration <small>Migration to Ariba</small>	All Recipients	N/A N/A	Nov 16, 2023, 8:23 AM	Nov 16, 2023, 8:23 AM
WFH Reimbursement - ServiceNow (Employee Self-Service Portal) <small>\$500 WFH Reimbursement</small>	All Recipients	N/A N/A	Nov 16, 2023, 8:11 AM	Nov 16, 2023, 8:17 AM
Tickets over 30 days old - ServiceNow ITSM <small>Tickets over 30 days old</small>	All Recipients	N/A N/A	Nov 16, 2023, 8:03 AM	Nov 16, 2023, 8:07 AM
Annual Performance Review - Workday <small>Time for your Annual Performance Review!</small>	All Recipients	N/A N/A	Nov 16, 2023, 7:32 AM	Nov 16, 2023, 7:32 AM
Update sales goals in Dynamics (copy) <small>It's time to update your sales goals</small>	All Recipients	Ofe Levy	Nov 7, 2023, 3:28 PM	Nov 7, 2023, 3:28 PM
Update Payment Elections (copy) <small>Update Payment Elections in Workday</small>	All Recipients	Ofe Levy	Nov 7, 2023, 3:19 PM	Nov 7, 2023, 3:19 PM
SAP S/4HANA Notification (copy) <small>SAP S/4HANA is Live!</small>	All Recipients	Ofe Levy	Nov 7, 2023, 3:17 PM	Nov 7, 2023, 3:17 PM
New Expense Report - SAP Concur <small>A new Expense Report is awaiting your approval!</small>	All Recipients	Ofe Levy	Nov 7, 2023, 3:14 PM	Nov 7, 2023, 3:14 PM
New High Priority Ticket - Everest Demo <small>NEW HIGH PRIORITY TICKET</small>	All Recipients	N/A N/A	Oct 10, 2023, 6:58 PM	Oct 10, 2023, 6:58 PM

66  
Total Notifications

26  
Audiences  
View

24  
Active recipients  
Show

1753 Potential recipients were unable to receive notifications or are having issues accessing Workstation. [Show](#)

Average Engagement

0% ?

Avg. Received Rate Avg. View Rate

**API Notifications**

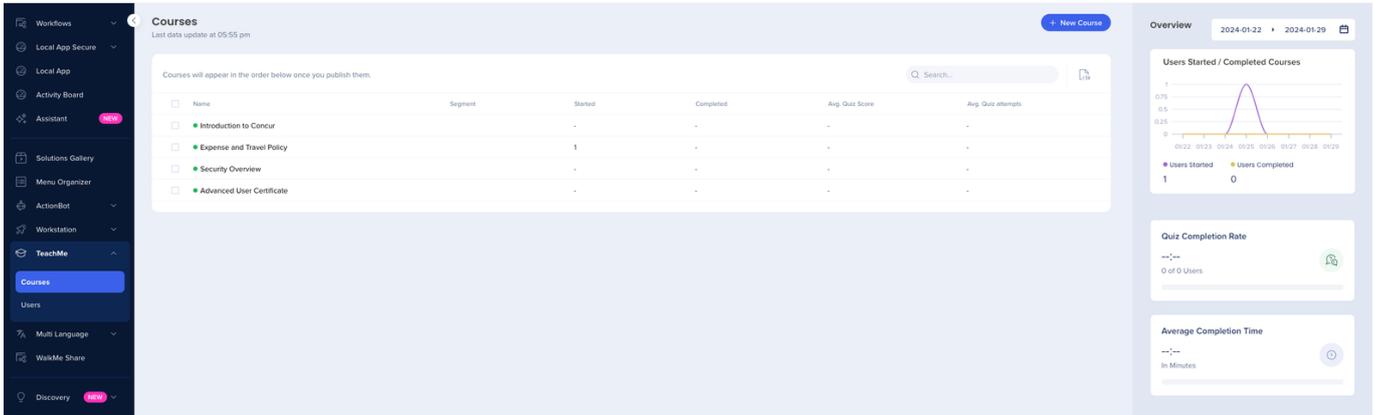
Automatically trigger notifications based on APIs from other applications

[Learn More](#)

Showing 1 - 10 of 13
< 1 2 >
Rows per page 10

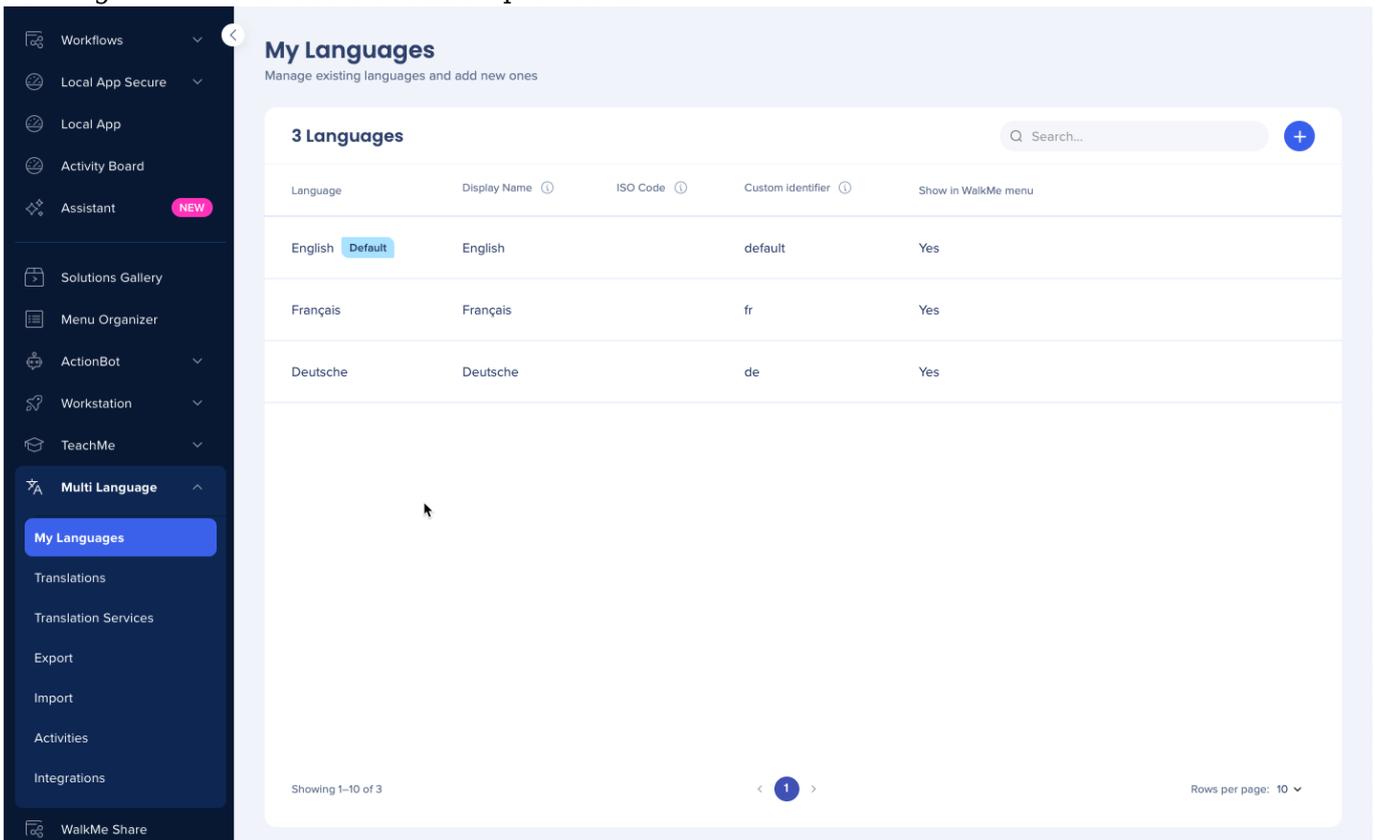
## TeachMe

[TeachMe](#) is an app that lets you package your WalkMe experiences into learning modules and complete courses. The TeachMe Dashboard on console allows the users to create, control, and monitor all of their TeachMe content and insights on the same platform.



## Multi-language

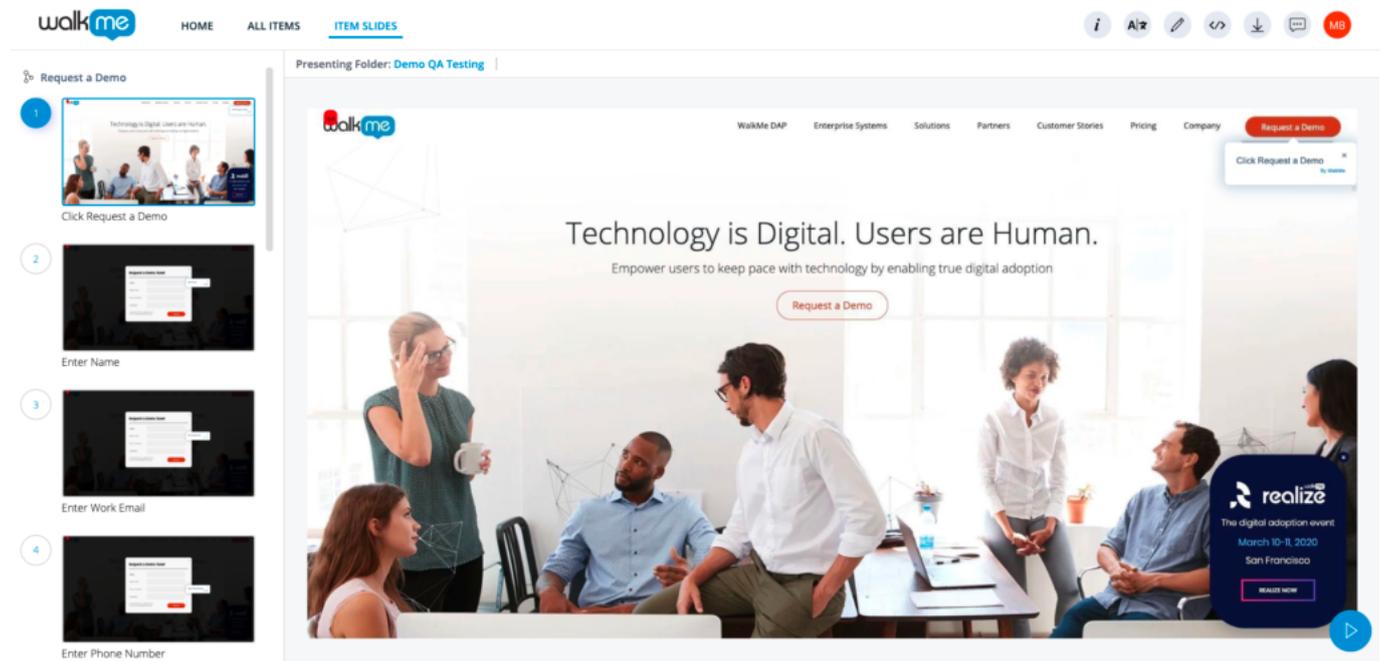
[Multi-Language](#) lets you translate your content into multiple languages without the need for rebuilding. The Multi-Language feature allows you to manage, edit, and export translations, as well as integrate with various translation providers.



## WalkMe Share

With [WalkMe Share](#), efficiently gather feedback on your WalkMe implementation from peers and stakeholders via comments, screenshots, and embedded knowledge base articles. When clicking on

the WalkMe Share tab in the console, you'll be redirected to the WalkMe Share website.



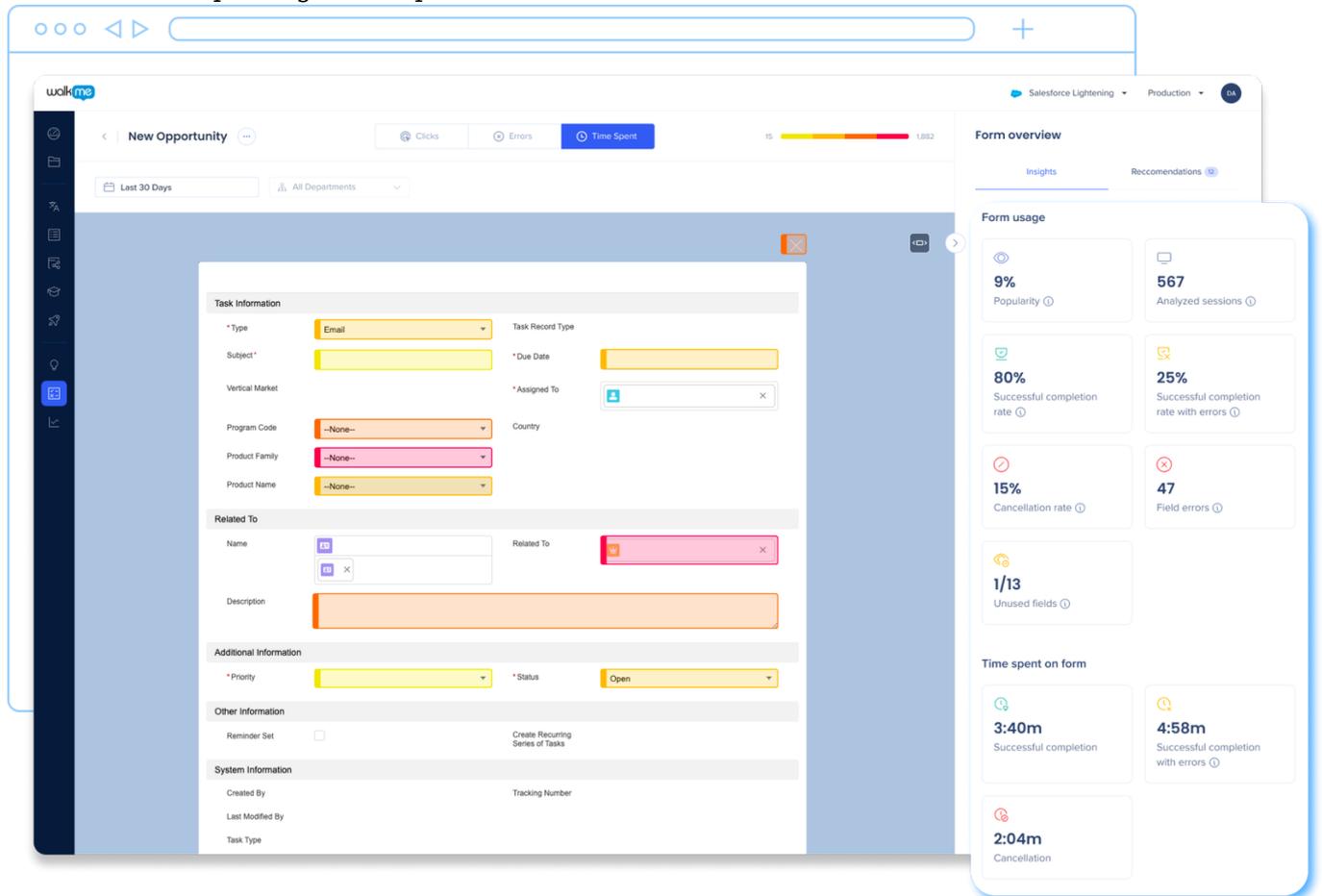
## Discovery

[Discovery](#) offers a thorough understanding of an organization's application usage, including active user count, usage frequency, licensing utilization, and time spent per app. All of this information can be accessed and utilized within the WalkMe Console.

Name	Active Users	Adoption	Category	Usage frequency	AVG Active Days	Weekly time spent	WalkMe Systems
Okta	1,145	99%	Business Ops	Daily	17	12:26m	Okta
Gmail	1,105	96%	Business Ops	Daily	17	3.6h	Gsuite
Zoom	1,092	94%	Business Ops	Daily	13	8:21m	Zoom
WalkMe Landing Page	1,065	92%	Marketing	Weekly	9	14:31m	
WalkMe Knowledge	1,049	91%	Business Ops	Weekly	9	38:25m	Confluence
Salesforce Lightning	840	73%	Sales	Daily	13	2.7h	SalesForce Lightning
ServiceNow	828	72%	Business Ops	Monthly	7	53:26m	Service Now

## UI Intelligence

[UII](#) analyzes form usage trends with a filtered dashboard that helps businesses make data-driven decisions for improving user experience.



## Insights

[Insights](#) is WalkMe’s all-in-one analytics platform, providing general user behavior and core analytics for all WalkMe items. When clicking on the Insights tab in the console, you’ll be redirected to the insights website.

ADMIN **SYSTEMS OVERVIEW** PRODUCTIVITY ADOPTION PROJECTS REPORTS

Systems Overview + ADD SYSTEM

Last 7 Days Oct 19, 2021 - Oct 25, 2021 All Systems

**Top 5 Systems by user activity**

**Top 5 Used Systems by activity time**

System	Active Users	Weekly Usage Per User	Users exposed to WalkMe	Users who interacted with WalkMe	Price Per Seat	Renewal	Business Owner	Licenses Purchased	Annual Contract Value
Google Suite	155	0.3 Hours	94.8%	34.7%	545	01/21/2022	Sharon Anderson	1,252	275,500
Salesforce Lightning	126	1.6 Hours	95.2%	83.3%	181.46	09/12/2021	Itai Lev	1,284	233,000
Sharepoint	75	0.4 Hours	90.7%	39.7%	29.66	10/21/2021	Shaun Gallagher	708	21,000
Klaw E-Sign	47	0.7 Hours	97.9%	71.7%	16.52	01/01/2022	Kellie Lyons	696	11,500
Workday Play	38	0.1 Hours	47.4%	83.3%	94.11	04/20/2023	Roger Bigelow	636	76,800
jive	37	0.2 Hours	100%	100%	23	03/03/2022	Roger Bigelow	636	14,580

## New Console Insights

A new version of Insights with improved data engine, refreshed look, and new capabilities is has been launched to provide users with a seamless experience accessible directly from the console without being redirected.

Systems Overview Go to Insights Classic

Last week (Feb 5 - Feb 11)

**Top 5 systems**

**Top systems by engagement**

System	Active Users	Users WalkMe was available to	Users who interacted with WalkMe	Price Per Seat Per Year	Annual Spend	Renewal	Business Owner	Licenses Purchased	Active Adoption Projects
Google Suite	390	356 (91%)	43 (12%)	221	275,500	Jan 21, 2025	Sharon Anderson	1,252	4
Salesforce Lightning	68	66 (97%)	50 (76%)	181	233,000	Sep 12, 2024	Itai Lev	1,284	12
Sharepoint	50	44 (88%)	6 (14%)	329	43,002	Oct 21, 2026	Shaun Gallagher	708	3
Demo Hub	36	36 (100%)	9 (25%)	N/A	N/A	Aug 8, 2026	Ofr Levy	N/A	N/A
Workday Prod	36	35 (97%)	21 (60%)	62	97,000	Apr 2, 2025	Jose Roberts	30,000	9

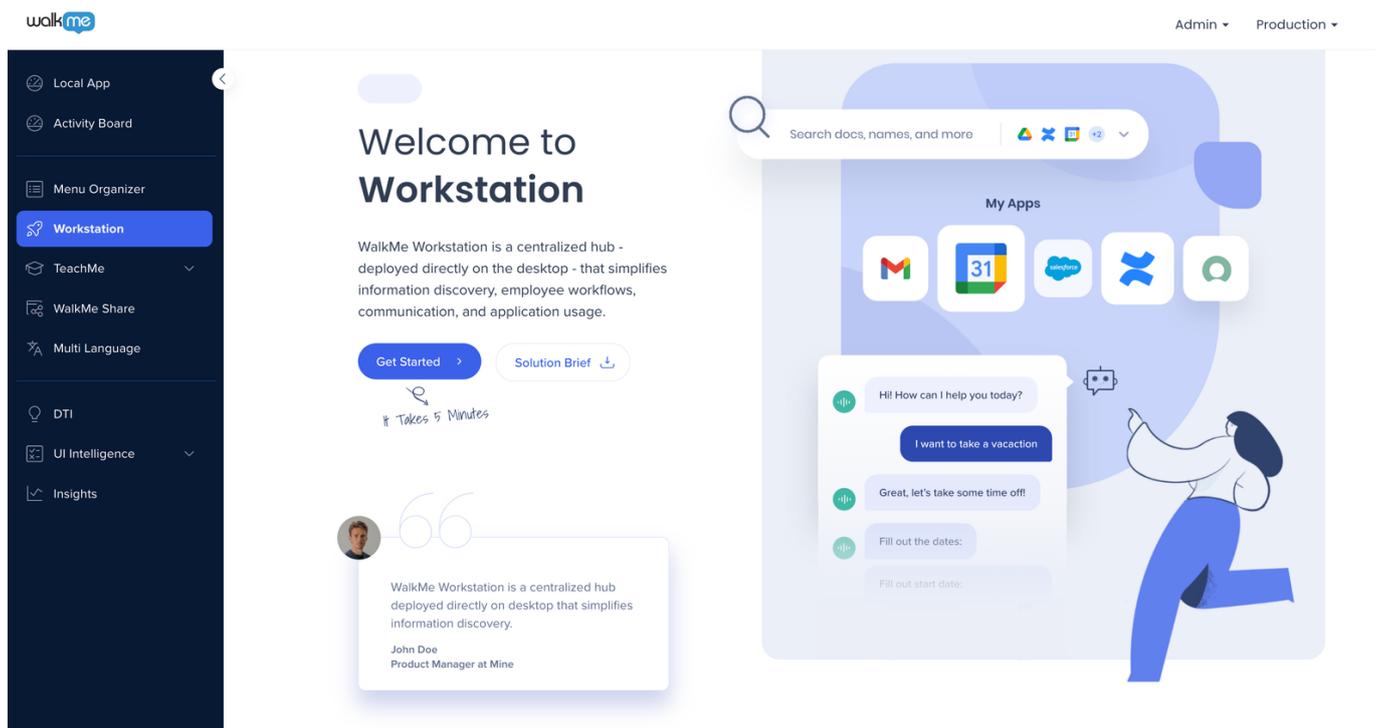
## Landing Pages

The Console Navigation bar will display ALL available apps to users.

**Marketing landing pages** will display on the following apps if they have not yet been enabled:

- TeachMe
- Workstation
- DTI

These apps **are not be expandable** until enabled. Meaning, that if the user has not yet enabled TeachMe, they will not see the dropdown arrow nor be able to see the associated apps (including ComCenter).



## Limitations

Please note the following based on your screen resolution:

- Resolution above 1600 have the **option to lock** the expanded Navigation Bar.

- Resolution below 1599 **cannot lock** the expanded Navigation Bar.

If you have any questions, we are here for you: [Contact Support](#).