

# WalkMe Console

## About WalkMe Console

The Console, accessible from <u>console.walkme.com</u>, 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 <u>Insights</u>, <u>ActionBot</u>, and the <u>Admin Center</u> 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.

| Activity Board   | 74<br>Systems on WalkMe                                       |  | 732 +1% 7<br>Items in Product | tion                                 | •                                | 15<br>Team Members ?  | 23   | 495<br>Unused Items ? |                    | ۹                 | back         |
|--|---|--|-------------------------------|--------------------------------------|----------------------------------|---|--|-----------------------|--------------------|-------------------|--------------|
| Workflows NEW     Solutions Gallery     Menu Orgenizer | Most Engaged Content<br>By # of interactions<br>System & Name |  | Unique                        | Sh<br>e Users Interactions<br>10 101 | 100 Top 100                      | Least Engaged Content<br>By # of interactions<br>System & Name  | f Submission Pane  | Unique Users          | SH<br>Interactions | 100 Top 100       | D Leave Feed |
| ActionBot  |   | nse Report<br>er Pop-Up<br>Welcome Balloon |                               | 16 99<br>6 48<br>5 34                | + 20 % 7<br>+ 48 % 7<br>+ 68 % 7 | Image: Concurrence of the concurre | Direct Deposit Smart Walk-Thru<br>2024<br>ff (no automation) | , 1<br>1<br>1<br>1    | 1<br>1<br>1        | 0 —<br>0 —<br>0 — |              |
| Integrations<br>Deploy<br>Branding                     | WalkMe Feature Utilizatio                                     | on ?                                       |                               |                                      |                                  |   | Smart Walk-Th<br>By # of play error                          | rus to Fix<br>s ?     |                    |                   |              |
| Settings<br>Comm Center ~<br>TeachMe ~                 | Name<br>C Concur<br>C Confluence                              | Identification ?                           | Automation ?                  | Content ?                            | Measurement                      | t ? Integrations ?  | System & Name  | ght                   |                    | Errors<br>1       |              |
| ×A Multi Language ∨                                    | Dynamics Tableau  |  |                               |                                      |                                  |   |  |                       |                    |                   |              |
| © Discovery ∽  | veeva QMS   |  |                               |                                      |                                  |   |  |                       |                    |                   |              |

## WalkMe Console components



|                     |      |   | System Environment  |                 |
|---------------------|------|---|---|-----------------|
|                     | walk | New York Street | Workstation - Production - GB - O   | Jser<br>Iccount |
| Navigation<br>Bar • |      | Workstation Dashboard<br>Manage and Monitor User Engagement   | Create Demo Invite Co-Workers   |                 |
|                     |      | Deployment status Export<br>Breakdown of recent device and user activity O<br>Devices<br>• Active users<br>0<br>• Inactive devices<br>0   | Workstation adoption         User activity across the selected time period         7 days       30 days         3 months       6 months         4       -         -       - |                 |
|                     |      | Users activity<br>Total number of users who have performed an ac  | action  |                 |

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.



| SalesForce Lightning | •  |
|----------------------|----|
| Select system        |    |
| Q Search             |    |
| Adobe Reader         |    |
| 👰 ADP Mykplan        |    |
| ADP Workforce Now    |    |
| Aha                  | Ce |
| Akamai               |    |
| Amazon AWS           |    |
|                      |    |

**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.

| walk   | me             |  | 🖵 Web           | • | default old 🔻 Production 💌 RK |
|--------|----------------|--|-----------------|---|-------------------------------|
| F:     | Menu Organizer |  | Select platform | / | Discard Save 🦪 Publish        |
| ©<br>∅ |                |  | . Mobile        |   |                               |

#### **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.







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## Console Apps

### **Homepage - Activity Board**

The <u>Activity Board</u> is the Homepage of WalkMe Console. Upon entering the Console, users are navigated to the Activity Board.

| Hi Techtouch! Your Weekly We                           | alkMe Update May 21 - May | 28                               |                         |              |  |  | ් Export                       |
|--|---------------------------|----------------------------------|-------------------------|--------------|--|--|--------------------------------|
| Support View + Add View Soon                           |                           |                                  |                         |              |  |  |                                |
| 88 Admin, Console, Editor, ExternalKB, Influitive Comm | munity + 9                |                                  |                         |              |  |  |                                |
| 14<br>Systems on WalkMe                                |                           | 977 +1% 7<br>Items in Production |                         | •            | <b>3</b><br>Team Members                               | 422 +0% 7<br>Unused Items                                  | 3                              |
| Most Engaged Workflow Content<br>By # of interactions  |                           |                                  |                         | Show Top 100 | Least Engaged Workflow Content<br>By # of interactions |  | Show Top 100                   |
| System & Name  |                           |                                  | Unique Users Interactio | ns           | System & Name  |  | Unique Users Interactions      |
| Define where the Set SmartTip     Define Mode Notif    | >                         |                                  | 538 23                  | 09 0         | CommCenter report auto-fill permalink                  |  | 1 1 0-                         |
| Target Audience - objs                                 |                           |                                  | 18 140                  | 06 +30% 7    | Q Open Ticket  |  | 1 1 -200% ¥                    |
| 💷 🔘 Item - objs  |                           |                                  | 17 12                   | 54 +26% 7    | 🚥 🔘 Settings 2   |  | 1 1 o-                         |
| 💷 🛛 😂 Social Login Announcement                        |                           |                                  | 1200 124                | لا 19% ⊌     | Settings 3   |  | 1 1 0 -                        |
|  |                           |                                  |                         |              |  |  |                                |
| WalkMe Features Utilization                            |                           |                                  |                         |              |  | Broken Smart Walk-Thrus/ Walk-Thrus<br>By # of play errors | Show Top 100                   |
| Name   | Identification            | Automation                       | Content                 | Measure      | ment Integrations                                      | System & Name  | Errors                         |
| C Admin  |                           |                                  |                         |              |  | Add Goals  | 9                              |
| Console  |                           |                                  |                         |              |  | <ul> <li>motiple inggers</li> <li>test test</li> </ul>     | 2                              |
| 🚥 Editor   |                           |                                  |                         |              |  | 🚥 🗁 Shield - Complete Guide                                | 2                              |
| ExternalKB   |                           |                                  |                         |              |  | 🗢 🛛 😂 BD Feedback Survey                                   | 2                              |
| Influitive Community                                   |                           |                                  |                         |              |  |  |                                |
| Insights1  |                           |                                  |                         |              |  | Most Searched Terms  | Show Top 500                   |
| Insights2  |                           |                                  |                         |              |  | By # of searches   | union Tup NO                   |
| Journey  |                           |                                  |                         |              |  | System & Name  | Resulted in<br>Action Searches |
| MassDeploy   |                           |                                  |                         |              |  | smart  | 5 6                            |
| A come contractor                                      |                           |                                  |                         |              |  | - Jua  | 3 5                            |

#### Assistant

<u>WalkMe Assistant</u> is a tool that provides personalized recommendations to improve digital adoption assets and allows for real-time issue solving and reporting. The Assistant dashboard in the console offers a central location to manage tickets and view building recommendations.



#### walkme

|        | R. | Assistant Recommendations and<br>Explore actionable recommendations to enhance your builds and<br>Recommendations Tickets | J Tickets<br>monitor submitted tickets |                   |                             |                          |   |
|--------|----|---|--|-------------------|-----------------------------|--------------------------|---|
| ĉ      |    | Open 6 Pending Confirmation 3 Closed 12   |  |                   |                             | Q Search for system name |   |
| 57     |    | Item name and Type  | System Name                            | Production Status | Opened By                   | Ticket Created           |   |
| ©<br>* |    | ► New Folder → Click<br>SmartTip is missing from the page   | Salesforce Lightning                   | Published         | peter.parker@walkme.com     | 1 minute ago             | ø |
| ^<br>ج |    | Click Contact Email → Update Cont<br>Step is missing from the page  | Oracle                                 | Published         | steve.rogers@walkme.com     | 5 minutes ago            | Ø |
| Q      |    | My Tickets<br>Launcher shouldn't be on the page   | ServiceNow                             | • Draft           | wade.wilson@walkme.com      | 20 minutes ago           | Ø |
| X.     |    | New Request → Enter Request ID<br>SmartTip isn't where it should be on the page   | 🕍 Microsoft Dynamics                   | Published         | bruce.banner@walkme.com     | 1 hour ago               | ø |
| Ľ≤     |    | Create Report<br>Launcher shouldn't be on the page  | Azure                                  | • Draft           | natasha.romanoff@walkme.com | 2 hours ago              | Ø |
|        |    | Login → Enter first name<br>Something else  | amazon AWS                             | Published         | wanda.maximoff@walkme.com   | 2 hours ago              | Ø |
|        |    |   |  |                   |                             |                          |   |

DA

#### Workflows

The <u>Workflows app</u> focuses on common challenges in organizational processes and provides solutions for theses processes therefore shortening time to value.

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

| Workflows<br>Select from WalkMe's catalog of workflow | vs by domain to | accelerate your digital adoption success  |  | Request a Demo 🗇 Wishlist  |
|---|-----------------|---|--|--|
| Business Domains & Workflows                          | 5               | Select a Business Domain  |  |  |
| All Business Domains                                  | ^               | 25  |  |  |
| 8 Human Capital Management                            | ~               | Human Capital Management<br>Focused on hiring the right people and managing<br>them to optimize their productivity. | Finance<br>Focused on funding operations in order to maximize<br>profits and minimize costs.   | Sales<br>Managing an organization's relationships and<br>interactions with current and potential customers. It |
| <ul><li>Finance</li><li>Sales</li></ul>               | ×               | 13 Workflows  | 5 Workflows  | involves using technology to organize, automate, 11 Workflows  |
| Information Technology                                | ~               |   |  |  |
| Operations and Supply Chai                            | ~               | Information Technology  | Coperations and Supply Chain Management  | da<br>Security   |
| Financial Services                                    | ~               | Manages a company's technology-related assets, policies, procedures and systems.                                    | The coordination of multiple internal & external<br>stakeholders, including suppliers, manufacturers,<br>distributors, retailers, and customers, including | Focused on protecting computers, networks,<br>programs and data from unauthorised access or<br>damage.         |
| Insurance   | ~               | 6 Workflows   | 4 Workflows  | 2 Workflows  |
| K Life Sciences                                       | ~               |   |  |  |
| Enterprise Portfolio and                              | ~               | 151   |  | 88   |
| % Engineering   | ~               | Financial Services  | Insurance<br>Focuses on financial protection against risks and   | Life Sciences  |
| Customer Service                                      | ×               | institutions such as banks, credit unions, insurance companies, investment firms, and other financial               | uncertainties. Insurance companies offer a range of<br>insurance products to individuals, businesses, and  | products and services through regulatory oversight<br>and compliance.  |
|   |                 | 4 Workflows   | 7 Workflows  | 3 Workflows  |



### **Solutions Gallery**

The <u>Solutions Gallery</u> 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.

| Walking - Production -   | МВ      |
|--|---------|
| Welcome to WalkMe's Solutions Gallery     Speed up your digital adoption experience with WalkMe's pre-built Accelerator Templates  |         |
| System Type V Created By V Category V Q Search   |         |
| e Recommended  | See All |
|  |         |
| Recommended  |         |
| Explore accelerators based on your current system<br>selection.     Update My Profile & Notifications     Create an Opportunity       Content designed to help a new user get their basic<br>profile settings updated during the onboarding process or<br>ad hoc assistance later on.     Guidance to ensure employee's successful creation of a<br>new Opportunity record.  |         |
| Open Catalog     Image: By The WalkMe Accelerator T  | 71      |
|  | C 48    |
| by waiking   | See All |
| WalkMe 🗢   |         |
| Explore WalkMe's most used accelerators built by Update My Profile & Notifications Create an Opportunity   |         |
| our experts.       Content designed to help a new user get their basic profile settings updated during the onboarding process or ad hoc assistance later on.       Guidance to ensure employee's successful creation of a new Opportunity record.  |         |
| Open Catalog     Image: By The WalkMe Accelerator T     Image: | 71      |

### Menu Organizer

The <u>Menu Organizer</u> 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.



| walk                    | ne   |         |  | 📃 Default 🔻      | Production 🔻 SB  |
|-------------------------|--|---------|--|------------------|------------------|
|                         | Menu Organizer   |         |  | ら C Discard      | Save 🏾 🔊 Publish |
| ◇*                      | Items List   | Q = C 🛛 | II 🕜 Help II 🕄 Onboarding 🕂                            |                  | Q :=+            |
|                         | 🗌 🏠 Home   |         | 🗌 🗶 Name   | # Plays Segments | View As All 🗸    |
| $\overline{\mathbf{b}}$ | 🗌 😂 • Subscription Treats                              |         | Contact Support  |                  |                  |
|                         | 🗌 😓 🔹 Department Feature Intro Process                 | ~       | Release Notes  |                  |                  |
| ¢.                      | 🗌 📇 <ul> <li>Request for Signature Document</li> </ul> | ~       | 🗌 🚔 🖲 Department Feature Intro Process                 |                  |                  |
| 53                      | 🗌 📇 🔹 Change Signature                                 | ~       | 🗌 🚔 <ul> <li>Request for Signature Document</li> </ul> |                  |                  |
|                         | 🗌 😓 🔹 Auto Fill Support Description Template           |         | 🗌 🚔 🖲 Change Signature                                 |                  |                  |
| *                       | □ 8= ● Department Feature Intro Pro                    |         |  |                  |                  |
| ^A                      | □ 9= ● Request for Signature Docum                     |         |  |                  |                  |
| ब्हि                    | □ 9= ● Change Signature                                |         |  |                  |                  |
| 0                       | E • Release Notes                                      | ~       |  |                  |                  |
| Ξ                       | Contact Support  | ~       |  |                  |                  |
| ×-                      | 🗌 📝 🔹 Bird Page  |         |  |                  |                  |

#### ActionBot

The <u>ActionBot</u> 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.



|  | (Q  |                |               | C             |                        |                             | + 0               |
|--|---|----------------|---------------|---------------|------------------------|-----------------------------|-------------------|
| <ul> <li>Activity Board</li> <li>My Content</li> </ul> | A Actionities > Conversations Conversations   |                |               |               |                        |                             |                   |
| 🎢 Multi Language                                       | All (2) Published (8) Drafts (2) Unpublished (8)           Name         Assigned Bots | Creator        | Creation Date | Last Madified | Q<br>Assigned Segments | Search<br>Connected Actions | +                 |
| E Share  | • Create a case NewBot  | Tom Jerry      | Sep 15, 2023  | Sep 20, 2023  | All Recipients         | E 88 3                      |                   |
| ි TeachMe  | Go to HR site & click IM     NewBot     +2  | Maggie Simpson | Sep 15, 2023  | Sep 20, 2023  | Marketing NY           | <b>C C C C C C C C C C</b>  |                   |
| 🛱 ActionBot 🛛 🔿  | Change the billing period NewBot  | Unknown        | Sep 15, 2023  | Sep 20, 2023  | \$ 5 v                 | FX 88 3                     |                   |
|  | Go to HR site & click IM     NewBot     +2  | Shlomi Shlomo  | Sep 15, 2023  | Sep 20, 2023  | All Recipients         | 🗐 🕫 🔡 3                     |                   |
| Conversations  | OK_Discount & Marketing<br>Partnership  | Guy Law        | Sep 15, 2023  | Sep 20, 2023  | Marketing NY           | 8                           |                   |
| Bots   | <ul> <li>How to add</li> <li>a Marketing Partnership</li> </ul>                       | Idan Yando     | Sep 15, 2023  | Sep 20, 2023  | All Recipients         | 80 B                        |                   |
| Connections  | • Create an intro call     NewBot +2  | Nitzan Leila   | Sep 15, 2023  | Sep 20, 2023  | ¢ 5 v                  | Ø 5 <sup>th</sup> ₩ 3       |                   |
| insights<br>♀ DTI                                      | • Create a case     NewBot +2   | Tom Jerry      | Sep 15, 2023  | Sep 20, 2023  | \$5 v                  | 🗐 🛱 🎛 3                     |                   |
| 💭 UI Inteligence                                       | Showing 1-10 of 72  | <              | 2 3 👝 2       | 8 >           |                        | Rc                          | ws per page: 10 ~ |

#### Workstation

The <u>Workstation console</u> 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 <u>Communications Center</u> is an app where users can create and enable direct notification from an organization to an employee.



| All Notifications 👻  |                |           |                        | 다 New Notification     | Communications Overview  |
|--|----------------|-----------|------------------------|------------------------|--|
| Active  Scheduled  Completed  Active  Active |                |           |                        |                        | 66   |
| 13 notifications<br>Notifications that have not reached their end date   |                |           |                        | Q Search               | Total Notifications  |
| Name   | Audience       | Creator   | Start Date             | Last Modified          | 26 24<br>Audiences $\diamondsuit$ Active recipients $R$                |
| Submit Quarterly Expense Report It's time to submit your quarterly expense report!   | All Recipients | Ofir Levy | Dec 11, 2023, 12:47 PM | Dec 11, 2023, 12:57 PM | View Show  |
| Ariba: Migration<br>Migration to Ariba   | All Recipients | N/A N/A   | Nov 16, 2023, 8:23 AM  | Nov 16, 2023, 8:23 AM  | receive notifications or are having issues accessing Workstation. Show |
| WFH Reimbursement - ServiceNow (Employee Self-Service Portal)<br>\$500 WFH Reimbursement   | 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<br>Tickets over 30 days old   | All Recipients | N/A N/A   | Nov 16, 2023, 8:03 AM  | Nov 16, 2023, 8:07 AM  | Average Engagement   |
| Annual Performance Review - Workday Time for your Annual Performance Review!   | All Recipients | N/A N/A   | Nov 16, 2023, 7:32 AM  | Nov 16, 2023, 7:32 AM  | Avg. Received Rate Avg. View Rate                                      |
| Update sales goals in Dynamics (copy)<br>It's time to update your sales goals  | All Recipients | Ofir Levy | Nov 7, 2023, 3:28 PM   | Nov 7, 2023, 3:28 PM   | API Notifications  |
| Update Payment Elections (copy)<br>Update Payment Elections in Workday   | All Recipients | Ofir Levy | Nov 7, 2023, 3:19 PM   | Nov 7, 2023, 3:19 PM   | based on APIs from other applications                                  |
| SAP S/4HANA Notification (copy)  | All Recipients | Ofir Levy | Nov 7, 2023, 3:17 PM   | Nov 7, 2023, 3:17 PM   |  |
| New Expense Report - SAP Concur<br>A new Expense Report is awaiting your approval  | All Recipients | Ofir Levy | Nov 7, 2023, 3:14 PM   | Nov 7, 2023, 3:14 PM   |  |
| New High Priority Ticket - Everest Demo     New High PRIORITY TICKET   | All Recipients | N/A N/A   | Oct 10, 2023, 6:58 PM  | Oct 10, 2023, 6:58 PM  |  |
| Showing 1 - 10 of 13   | <              | 1 2 >     |                        | Rows per page 10 💌     |  |

### TeachMe

<u>TeachMe</u> 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.



| ित्तुः Workflows -<br>ि Local App Secure - | Courses<br>Last data update at 05:55 pm                       |         |         |           |                 | + New Course       | Overview                        | 2024-01-22 + 2024-01-29 📋           |
|--|---|---------|---------|-----------|-----------------|--------------------|---------------------------------|-------------------------------------|
| Local App                                  | Courses will appear in the order below once you publish them. |         |         |           | Q Search.       | - D                | Users Started                   | / Completed Courses                 |
| Activity Board                             | Name     Introduction to Concur                               | Segment | Started | Completed | Avg. Guiz Score | Avg. Quiz attempts | 0.5                             |                                     |
| Solutions Gallery                          | Expense and Travel Policy                                     |         | 1       |           |                 |                    | 01/22 01/23 (                   | 01/24 01/25 01/26 01/27 01/28 01/29 |
| Menu Organizer                             | Advanced User Certificate                                     |         |         |           |                 | •                  | 1                               | 0                                   |
| ⊖ ActionBot ↓                              |   |         |         |           |                 |                    | Quiz Completi                   | on Rate                             |
| ি TeachMe ∧                                |   |         |         |           |                 |                    | :<br>0 of 0 Users               | <u>Pa</u>                           |
| Courses<br>Users                           |   |         |         |           |                 |                    |                                 |                                     |
| n Multi Language ∨                         |   |         |         |           |                 |                    | Average Comp<br>:<br>In Minutes | Netion Time                         |
| ◯ Discovery (NIIIV) ✓                      |   |         |         |           |                 |                    |                                 |                                     |

#### Multi-language

<u>Multi-Language</u> 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.

| 3<br>1 | Workflows<br>Local App Secure | ~ < | My Languages<br>Manage existing languages ar | d add new ones |            |                   |                     |                   |
|--------|-------------------------------|-----|--|----------------|------------|-------------------|---------------------|-------------------|
|        | Local App                     |     | 3 Languages                                  |                |            |                   | Q Search            | •                 |
|        | Activity Board                |     | Language                                     | Display Name   | ISO Code 🕦 | Custom identifier | Show in WalkMa manu |                   |
|        | Assistant                     | NEW | Language                                     |                |            |                   |                     |                   |
| Æ      | Solutions Gallery             |     | English Default                              | English        |            | default           | Yes                 |                   |
|        | Menu Organizer                |     | Français                                     | Français       |            | fr                | Yes                 |                   |
|        | ActionBot                     | ~   | Deutsche                                     | Deutsche       |            | de                | Yes                 |                   |
| \$?    | Workstation                   | ~   |  |                |            |                   |                     |                   |
| Ø      | TeachMe                       | ~   |  |                |            |                   |                     |                   |
| ⅍      | Multi Language                | ^   |  |                |            |                   |                     |                   |
| Му     | Languages                     |     |  |                |            |                   |                     |                   |
| Tra    | nslations                     |     |  |                |            |                   |                     |                   |
| Tra    | nslation Services             |     |  |                |            |                   |                     |                   |
| Exp    | port                          |     |  |                |            |                   |                     |                   |
| Imp    | port                          |     |  |                |            |                   |                     |                   |
| Act    | ivities                       |     |  |                |            |                   |                     |                   |
| Inte   | egrations                     |     | Showing 1–10 of 3                            |                |            | < 1 >             | Ro                  | ws per page: 10 🗸 |
| 5      | WalkMe Share                  |     |  |                |            |                   |                     |                   |

### WalkMe Share

With <u>WalkMe Share</u>, efficiently gather feedback on your WalkMe implementation from peers and stakeholders via comments, screenshots, and embedded knowledge base articles. When clicking on

71 Stevenson Street, Floor 20 San Francisco, CA 94105 | 245 Fifth Avenue, STE 1501 New York, NY, 10016 | 421 Fayetteville St STE 215 Raleigh, NC 27601 www.walkme.com



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



### Discovery

<u>Discovery</u> 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.

| walkme   |                 |                      |                  |                 |                 |                   | •                     |
|--|-----------------|----------------------|------------------|-----------------|-----------------|-------------------|-----------------------|
| Apps         • Analyzing 304 apps           Ø         Gain visibility into application usage | user engagement | and opportunities to | improve-adoption |                 |                 |                   |                       |
| December 2022  | ~ 品 All De      | partments            | 9                |                 |                 |                   | 43 Apps With Licenses |
| All Apps WalkMe Apps   | Discovered Apps |                      |                  |                 |                 | Q Search          |                       |
| Name   | Active Users    | Adoption             | Category         | Usage frequency | AVG Active Days | Weekly time spent | WalkMe Systems        |
| S okta Okta  | 1,145           | 99%                  | Business Ops     | Daily           | 17              | 12:26m            | Ckta                  |
| 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           |
| - Martin Martine Martin  |                 |                      |                  |                 |                 |                   |                       |
| Showing 1 - 50 of 304  |                 |                      | < 1 2            | 3 4 5 6         | 7 >             |                   | Rows per page: 50 ~   |



### **UI Intelligence**

<u>UII</u> analyzes form usage trends with a filtered dashboard that helps businesses make data-driven decisions for improving user experience.

| me             |                        |               |                                     |              |       | Salesforce Lightening + | Production 👻 🖸       |
|----------------|------------------------|---------------|-------------------------------------|--------------|-------|-------------------------|----------------------|
| < New Opp      | ortunity 💮             | @ Clicks (    | Errors                              | ) Time Spent | 1.882 | Form overview           |                      |
| 📋 Last 30 Days | å Al                   | Departments 🗸 |                                     |              |       | Insights                | Reccomendations (2)  |
|                |                        |               |                                     |              |       | Form usage              |                      |
|                |                        |               |                                     |              |       |                         |                      |
|                |                        |               |                                     |              |       | 001                     | 507                  |
|                | Task Information       |               |                                     |              |       | 9%<br>Popularity ①      | Analyzed sessions () |
|                | * Type                 | Fmail         | Task Record Type                    |              |       |                         |                      |
|                | Subject*               |               | * Due Date                          |              |       | U                       | Q                    |
|                |                        |               |                                     |              |       | 80%                     | 25%                  |
|                | Vertical Market        |               | <ul> <li>Assigned To</li> </ul>     | ×            |       | Successful completion   | Successful completio |
|                | Program Code           | None *        | Country                             |              |       | rate ()                 | rate with errors ()  |
|                | Product Family         | None *        |                                     |              |       | 0                       |                      |
|                | Product Name           | None *        |                                     |              |       | 15%                     | 47                   |
|                | Related To             |               |                                     |              |       | Cancellation rate ()    | Field errors ()      |
|                | Name                   | 13            | Related To                          |              |       |                         |                      |
|                |                        |               |                                     |              |       | ©                       |                      |
|                | Description            |               |                                     |              |       | 1/13                    |                      |
|                | Desciptori             |               |                                     |              |       | Unused fields ()        |                      |
|                | Additional Information |               |                                     |              |       |                         |                      |
|                | * Priority             | *             | * Status                            | Open 👻       |       | Time spent on form      |                      |
|                | Other Information      |               |                                     |              |       | C,                      | Q                    |
|                | Reminder Set           |               | Create Recurring<br>Series of Tasks |              |       | 3:40m                   | 4:58m                |
|                | System Information     |               |                                     |              |       | Succession completion   | with errors ①        |
|                | Created By             |               | Tracking Number                     |              |       |                         |                      |
|                | Last Modified By       |               |                                     |              |       | G                       |                      |
|                | Task Type              |               |                                     |              |       | 2:04m                   |                      |

### Insights

<u>Insights</u> 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.



| walkne adv  | MIN SYSTEMS OVERVIEW   | PRODUCTIVITY   | ADOPTION PROJECTS       | REPORTS             |   |            |                      | 0         | 1            |
|---|--|--|-------------------------|---------------------|---|------------|----------------------|-----------|--------------|
| stems Overview  | All Systems +  |  |                         |                     |   |            |                      |           | + ADD SYSTEM |
| Cop 5 Systems by user activity<br>100<br>■ Geogle Suite 75-<br>■ Salesforce Lightning<br>■ Sharepoint<br>■ Klaw 6-Sign 25-<br>■ Workday Play<br>0ct | Oct. 22, 2021<br>Google Suite - 51 User<br>Salesforce Lightning-<br>Klaw E-Sign - 14 Users<br>Workday Play - 10 Use<br>User<br>19 Oct. 28 Oct. | i Viewed<br>44 Users Viewed<br>Viewed<br>rs Viewed<br>21 Oct. 22 | 0ct. 23 0ct. 24 0ct     | Top 5 Use <ul></ul> | In <b>Systems</b> by activit<br>storce Lightning<br>a day<br>gle Suite<br>a day<br>ta day<br>ta day<br>ta day<br>ta day<br>ta day<br>ta day<br>ta day<br>ta day | ty time    | Salesforce Lightning |           |              |
| Monitored Systems   |  | Wellsterr  |                         |                     |   |            |                      | Q Search  | + ADD COLUMN |
| System  | Active Users ~   | Per User   | Users exposed to WalkMe | WalkMe              | Price Per Seat 🖉  | Renewal 🖉  | Business Owner 🖉     | Purchased | Value        |
| Google Suite  | 155  | 0.3 Hours  | 94.8%                   | 34.7%               | 545   | 01/21/2022 | Sharon Anderson      | 1,252     | 275,500      |
| Galesforce 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       |
| Haw 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     |  |                                   |                                     |                         |                           |              |                 |                    |                          |  |  |
|----------------------|--|-----------------------------------|-------------------------------------|-------------------------|---------------------------|--------------|-----------------|--------------------|--------------------------|--|--|
| Top 5 systems        | ute Salesforce Light<br>ers who interacted with Wa | nL. <u>St</u> Sharepoint<br>likMe | DH. Demo Hub WP. V                  | Kerkday Prod            | Top systems by engagement |              |                 |                    |                          |  |  |
| Monitored Syste      | Monitored Systems                                  |                                   |                                     |                         |                           |              | C O             | Search             | Ģ                        |  |  |
| System               | Active Users                                       | Users WalkMe was<br>available to  | Users who interacted with<br>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  | Ofir 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).

Production -

Admin 🗸





## 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.