

Workstation Dashboard

Brief Overview

The Workstation Dashboard is the analytics platform for Workstation. It provides value and visibility, requiring no action from the user.

The dashboard serves as the [WalkMe Console](#) homepage, providing quick links to common features and analytics data about user engagement.

Features include the “Invite Co-Workers” button, which can be used to invite other users to manually download Workstation.

In addition, the dashboard shows analytics data about user engagement with Workstation.

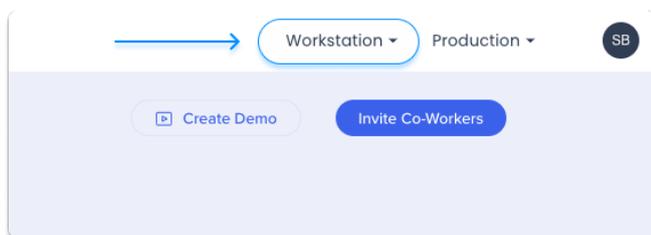
Note

Workstation will no longer leverage Insights as the analytics platform for our customers. All Out Of The Box analytics will be only available from the Workstation Dashboard going forward for customers using Electron Workstation version 0.12 and above. Any new or existing custom reports will need to be recreated by opening a task to BI.

Dashboard Analytics Widgets

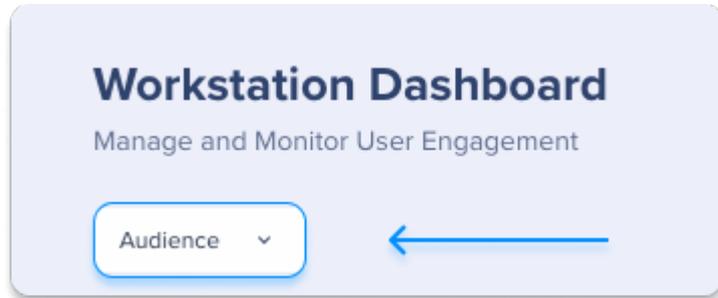
1. Environment

Change the environment dropdown on the top right of the Console to display data for the selected environment



2. Audience

Filter the dashboard to display data according to audiences so that you can see how different user groups are engaging with Workstation



3. Deployment status

Breakdown of recent device and user activity that includes only users and devices that have version 2.0 and higher, and does not include mobile devices.

Limitation

This feature is activated only for the accounts that have at least 90% of users on version 2.0 or higher.

This pie chart is broken into three metrics:

- **Active users:** Unique users who have opened Workstation at least once (on any device) in the last 30 days
- **Connected users:** Unique users who have signed into Workstation (on one or more more devices), but haven't opened it on any device in the last 30 days
- **Inactive devices:** Unique devices that have Workstation installed, but no user has signed into it in the last 30 days

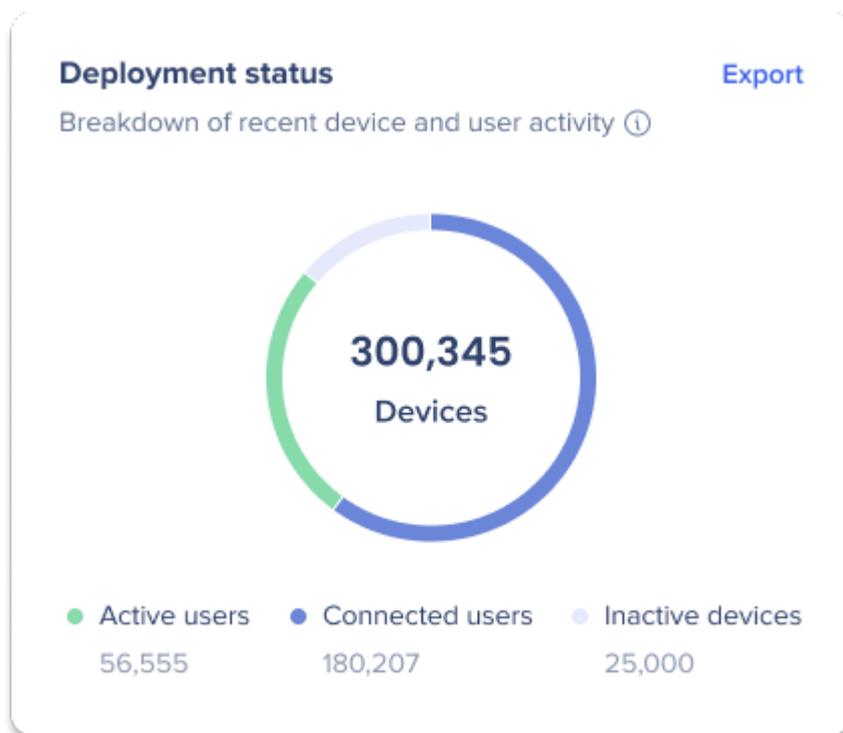
Click to learn about exporting

Deployment status CSV file

Click Export to download a CSV (file name: Workstation Deployment status), that includes a list of all users and the number of devices they have active, connected or inactive. The User identifier Column containing list of emails or ID (for hashed accounts) For inactive devices in this column will include machine ID

Note

There may be minor discrepancies between the data in this file and the corresponding graph. This file is the accurate representation of the data, and any differences between the two is due to performance reasons associated with rendering the graphs on the page.



See a video explaining the Deployment status tile:



4. Workstation adoption

Device and user activity across the selected time period

Available time periods: Today, Last 7 days, last 30 days, last 3 months, or last 6 months

This stacked bar graph visualizes activity across the available devices. The metrics are the same as the deployment status widget: Active users and connected users.



5. Users activity

Provides you with insights on how your users are using Workstation and the value they are getting from it

Each color cube describes a specific action that was done by a user:

- **Open:** a user has intentionally opened WS, this can be done by clicking the icon
- **Successful search:** a user has clicked one of the results return when performing a search
- **View a resource:** a user clicked an article, video, shuttle or SWT from the resources page or offered from a search
- **App Used:** a user has clicked an item in an app widget or launched an app that was returned as a search result
- **ActionBot used:** a user started a conversation with the bot
- **Notifications screen:** a user navigated to the notification screen and viewed the listed notifications
- **Tasks performed:** a user has started a task



See a video explaining the User Activity cubes:



6. Top tasks

Track user engagement and task completion for Onboarding Tasks and checklists

This table displays the most popular tasks that are currently published across the selected time period (Today, Last 7 days, last 30 days, last 3 months, or last 6 months). Each row is a WalkMe Onboarding Task and the columns are:

- **Assigned:** How many users have access to this Onboarding Task
- **Completed:** How many users completed the task

Click **Show all** to see a list of all of the available Tasks. You can also search for a specific task and download multiple CSV's that contain additional information about the tasks and users who completed them.



Top tasks

Track user engagement and task completion for Onboarding Tasks and checklists ⓘ

[Show all](#)

Today

7 days

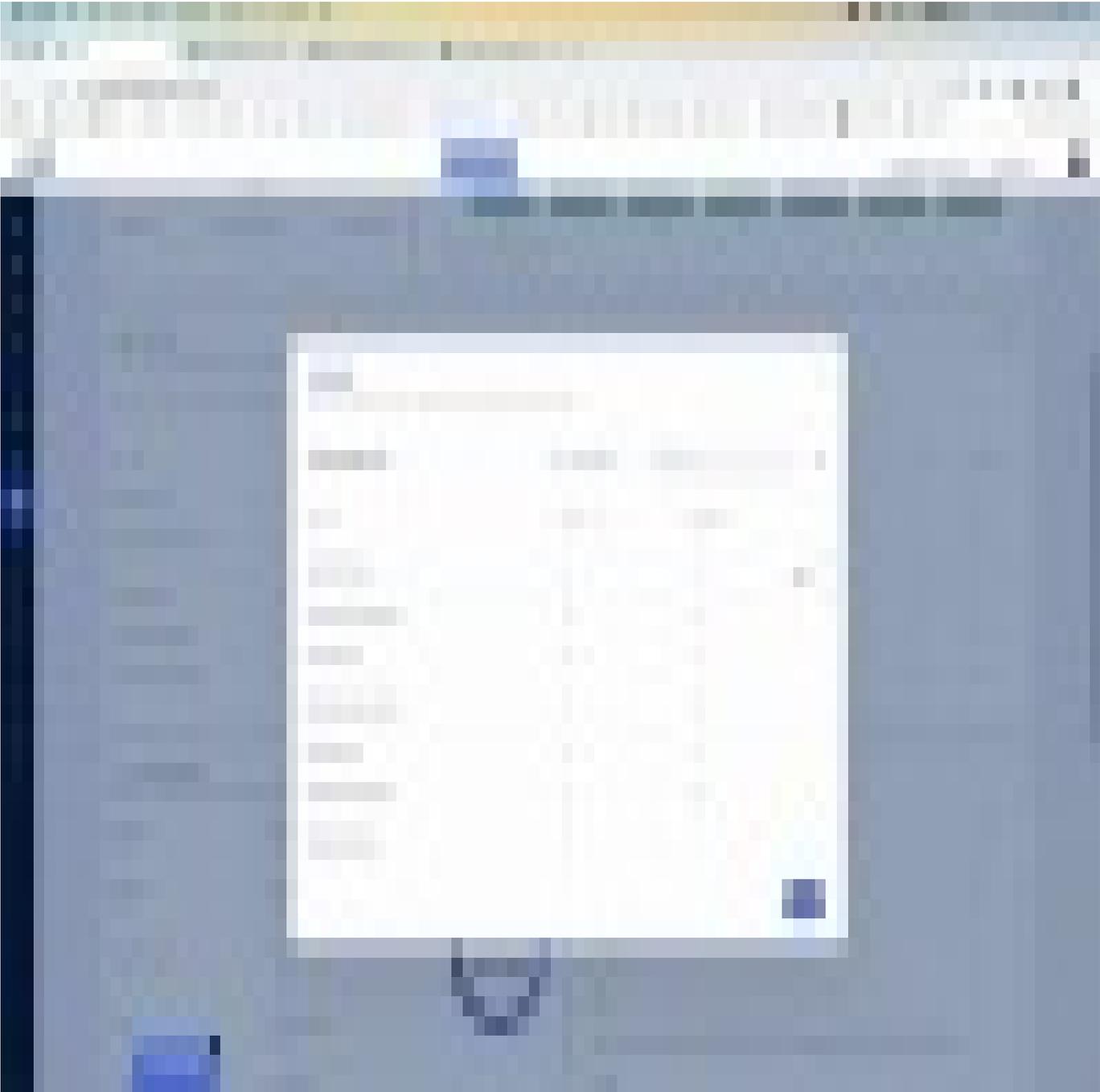
30 days

3 months

6 months

All-time

Task name	Started	Completed
Get to know Walkme	1200	1130
IT Onboarding (Day One)	1158	994
HR Onboarding (Day One)	948	748
Getting set up success - tools and platforms	847	596
Get to know Walkme	823	489



Click to learn about exporting

(6.1) Tasks engagement CSV file & Tasks completion by user CSV file

Click the top **Export** to download 2 CSV files.

Tasks engagement CSV includes a list of all tasks as shown in the “show more” pop up. it contains:

- Task Name
- Task ID
- Total unique users who started the task from Workstation tasks list - click on the task
- Total Unique users completed
 - A task can be completed in multiple ways weather it was started from the Workstation tasks list or elsewhere. This number represents all users who completed the task regardless of how they started it.
- Unique users who completed the task and who started from the Workstation tasks list
 - This number includes only users who started the task from the Workstation tasks list and completed it.

Tasks completion by user CSV includes user data on all tasks

This is the most extensive report that can be exported it contains:

- User ID
- Total tasks assigned to the user
 - This data is updated every time a user completes a task so minor discrepancies can happen if a task was added and not tasks were completed since. This also means that a user that has not completed any tasks will not have list of assigned.
- Total started tasks
- Total completed tasks
- Completion percentage - assigned vs ended
- Column per each task with date of first completion (if completed)

User ID	Total assigned	Total Started tasks	Total completed tasks	Completion rate (out of tasks assigned)	Task 1 <name>	Task 2 <name>	Task x <name>
danielk@walkme.com	5	3	2	40%	10/06/2023	25/07/2023	

(6.2) Specific Task engagement by user report CSV file includes the following data on the specific task clicked:

- User ID

- First Start date (A task can be started multiple times)
- First End date (A task can be completed multiple times)

All tasks
Track user engagement and task completion for Onboarding Tasks and checklists

128 Onboarding Tasks 📅 Last 30 days

Task name	Started	Completion
Okta identity management service	30	30
Service Now	13	24
Okta password change	16	20
Workstation intro	19	20
Gsuite	18	18
Slack	17	18
Security Exam - Mandatory day 1	17	17

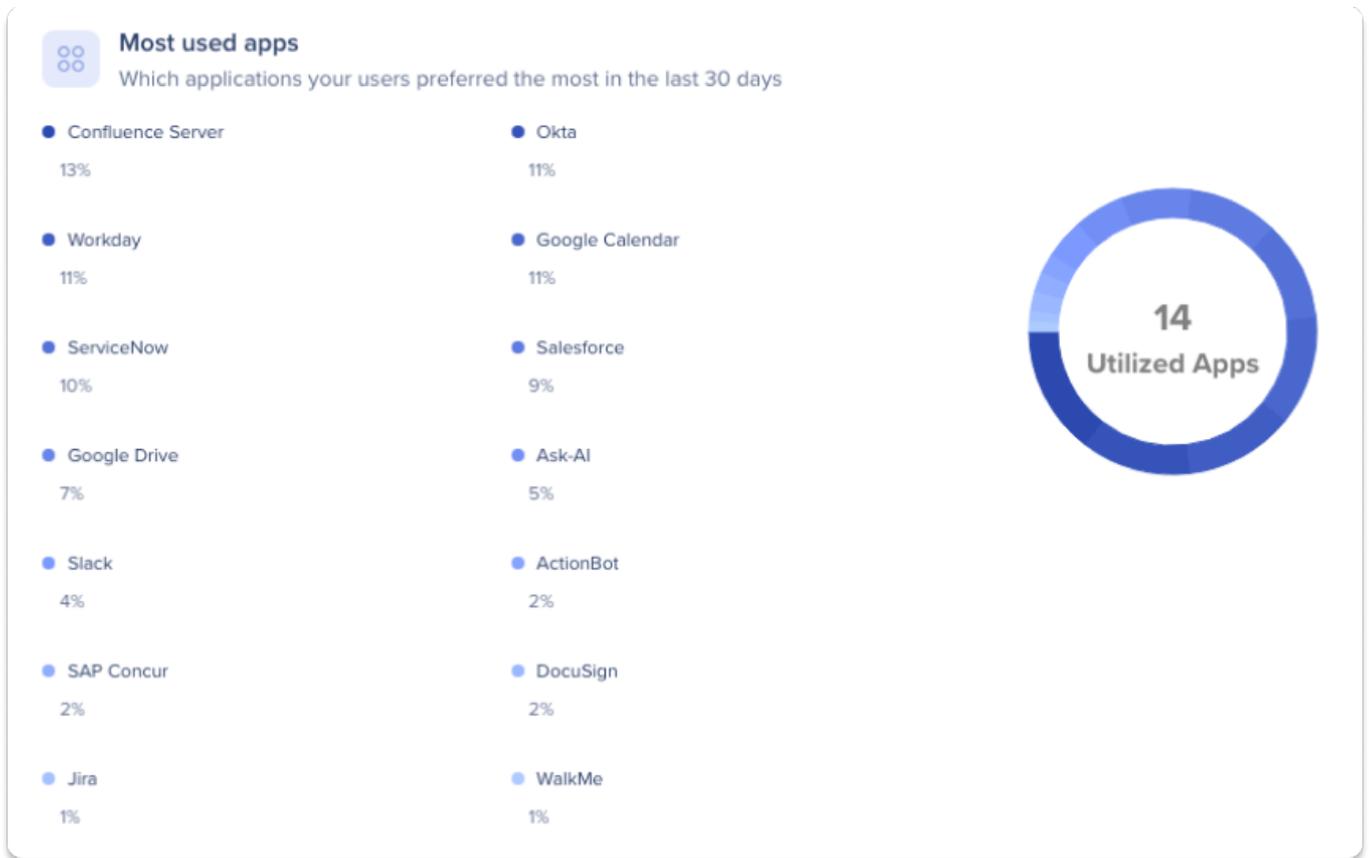
Export task

Close

7. Most used apps

Which applications your users preferred the most in the last 30 days

Which integrations are being used most by users in the last 30 days. Counting both engagement with specific widgets and clicking on search results that originated from a specific integration.



8. Top searches

Showcases which topics users have searched for in the last 30 days

The top most common search terms from users in the last 30 days.

Top searches

Which topics users have searched for in the last 30 days

Term	Searches
salesforce	72
servicenow	62
security kit	54
spot	49
ticket	48

9. Top content

Which WalkMe items users engaged with the most (excluding Tasks)

The top 5 most played WalkMe items (Smart Walk-Thrus, articles, videos & shuttles) by users. The Top content tile includes only items that are currently published and displays the item name, number of total plays, and unique user plays.



Top content

Which items users engaged with the most

[Show all](#)

Today
7 days
30 days
3 months
6 months
All-time

	Name	Unique users	Total interactions
	Onboarding Tasks Completed	497	6933
	Most Viewed Training Modules	55	1345
	Top Company Announcements	55	1315
	Frequently Accessed Policies	43	742
	Most Downloaded Resources	275	674

To see an expanded item list, click **Show all** in the top right corner of the page. This will open the All content page with a full list of items. The top 50 items are shown but all items can be searched for.

Users can download a report from the All content page by clicking the export icon in the top right corner of the page.

Two reports can be downloaded:

- Full Item List: A full list of items with the unique users count and total interactions count, including Smart tips and ShoutOuts

- Smart Walk-Thru List: A detailed list of steps in a specific Smart Walk-Thru and the number of users who interacted with it.

All content ×

Items that users engaged with the most over the selected period

128 Content 📅 Last 30 days 🔍 Search... 🔗

Name	Unique users	Total interactions
 Get to know Walkme	120	90
 Create a Walkme account	110	105
 Complete the new employee paperwork	100	98
 Set up your company email account	100	96
 Familiarize yourself with the company's mission and values	115	110
 Attend an orientation session with HR	108	98
 Set up your workstation and install necessary software	120	115
 Meet with your supervisor to discuss job expectations	100	97
 Schedule and complete any required training sessions	110	105
 Participate in team introductions and icebreaker activities	115	112

Close

See a video explaining the Top Content tile:



10. Operating systems

How users access Workstation

What Operating System end users have been using in the last 30 days



11. Application version

What version users have

What Workstation Electron version is being used by end users in the last 30 days



12. User retention

Provides insights on how many users are continuing to use Workstation since their join date

The chart displays cohorts of users that all started on the same join date and tracks month to month the percentage of users that have continued to use Workstation.

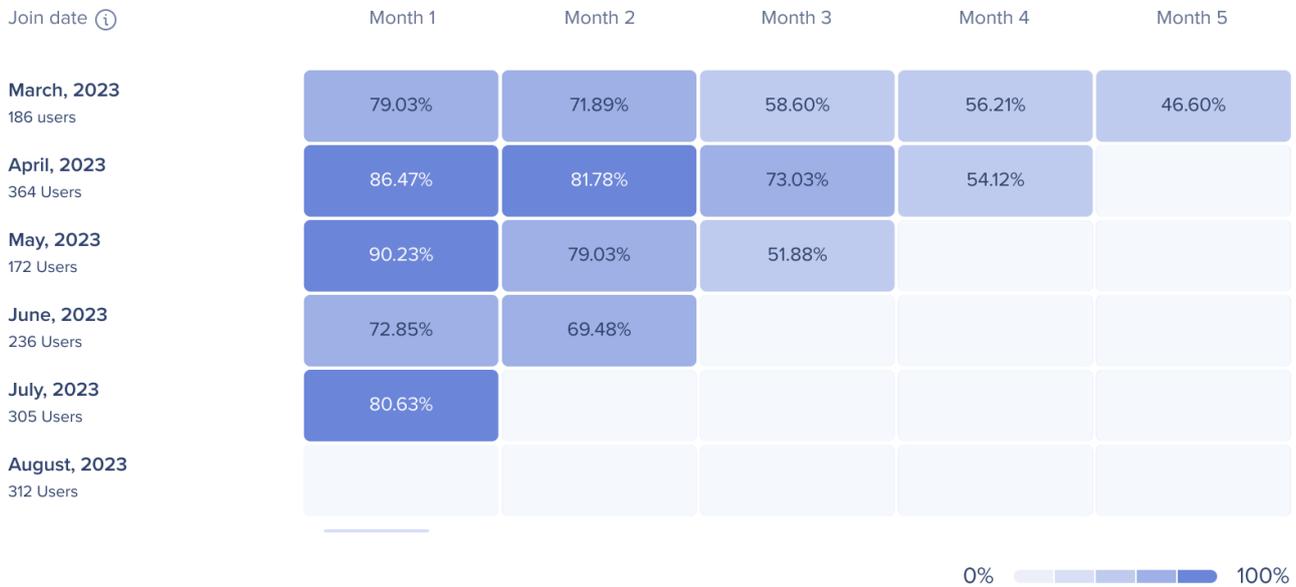
How cohort data is calculated and displayed:

- Cohort data is calculated monthly, so the current month's data will not be available until the following month. For example, if a cohort joins in July, you will only see June's cohort data
- Month-over-month calculations are based on finalized monthly data. This means that active user data for that month won't be displayed until the month ends
- Month 1 data of a cohort is always a month after the join date. For example, if the cohort Join date is in July, then Month 1 of the cohort will be August



User retention

The percentage of users who are using Workstation each month since their join date



Note

The User retention does not support audience filtering.

See a video explaining the User Retention tile:

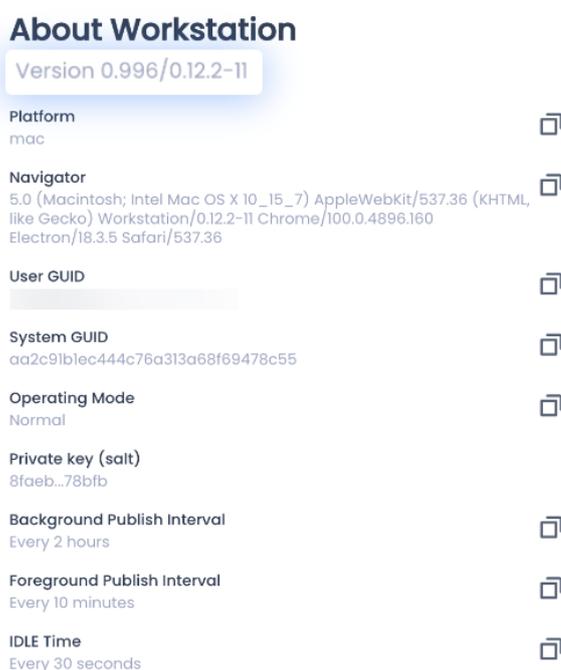


FAQ

Q. I don't see any data on the dashboard, what can be the reason?

A. Possible reasons:

1. No users have logged into your Workstation yet
2. Logged in users are using the old Desktop Workstation, or an older version of the Electron Workstation that is below 0.12
 - To check which version you have, click on your profile icon and go to "About"



- Learn how to upgrade to the Electron Workstation: [Workstation Installation and Settings Files](#)

3. ec.walkme.com or eu-ec.walkme.com endpoints are not accessible from users machines

Deployment status: Differences between the pie chart and the exported file

There may be minor discrepancies between the data in this file and the corresponding graph. The file is the accurate representation of the data, and any differences between the two is due to performance reasons associated with rendering the graphs on the page

Q. The number of inactive devices in the file is higher than it is pie chart.

A. Active users in the file are counted from the last year and not 30 days. That is in order to give our customers the highest level of clarity on which users/ devices have never logged in to Workstation.

Q. I filtered the file to see only Active users, and the total number is higher than in the pie chart.
A. In the Active/Connected columns you see the number of devices. So, in order to count unique users you'll need use "count" on the column

Q. I filtered the file to see only Connected users and the total sum is higher than the pie chart
A. Several possible reasons:

1. In the active/ connected columns you see the number of devices. So in order to count unique users you'll need to use "count" on the column.
2. A user can be connected on one device and active on another. In this case, when counting users, that user will be counted as active and not as connected. Filter these users out in order to get a correct count of unique connected users.

Q. I filtered the file to see only Active users, and the total number is higher than the total unique devices for active users in the pie chart.

A. Imagine 2 users logged in from the same device. When looking in the pie chart, you'll see 2 unique users and 1 unique device. The file is ordered by user and has a count of devices per user. That one device they both used will be counted twice.