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Exam : C_WME_2506

Title : SAP Certified Associate -
WalkMe Digital Adoption
Consultant

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SAP C_WME_2506 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Advancing your Skills in Building WalkMe Solutions: This section of the exam tests the advanced competencies of functional and business analysts in designing more complex and customized WalkMe solutions within SAP platforms. It requires a deeper understanding of user segmentation, advanced rules and triggers, performance optimization, and the use of analytics to refine user experiences. Candidates are expected to demonstrate their ability to design scalable and impactful guidance that aligns with SAP business processes and drives user adoption across the enterprise.

Topic 2	<ul style="list-style-type: none"> Getting Started with Building WalkMe Solutions: This section of the exam evaluates the capabilities of WalkMe implementers and focuses on the practical aspects of creating and configuring WalkMe solutions. It includes understanding the WalkMe Editor, planning solution flows, creating Smart Walk-Thrus, Launchers, and ShoutOuts, and managing end-user guidance effectively. Candidates should be comfortable building initial WalkMe experiences that improve SAP usability and provide contextual help for users navigating SAP applications.
Topic 3	<ul style="list-style-type: none"> Starting your Digital Adoption Journey: WalkMe Fundamentals: This section of the exam measures the skills of SAP project managers and covers the foundational concepts of digital adoption within SAP environments using WalkMe. Candidates are expected to understand the value of digital adoption platforms, the basic components of WalkMe, and how these tools align with business goals. The section emphasizes knowledge of the user experience within SAP and the ability to identify opportunities for improving digital workflows through in-app guidance and automation.

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SAP Certified Associate - WalkMe Digital Adoption Consultant Sample Questions (Q41-Q46):

NEW QUESTION # 41

You are building a WalkMe solution to help your users self-serve and prevent common support tickets from being opened repeatedly. You want to add guidance for the top three support tickets to a page on your website and make it stand out for the end user. What is the best solution to allow for quick and easy access?

- A. Add it to your list of WalkMe content in the Menu.
- B. Create a Survey to ask end users about their feedback.
- C. Create a large ShoutOut to appear in the middle of the page each time the user visits the page.
- D. Create a Mini Menu of content from the top three support tickets and place it next to the support ticket form.**

Answer: D

Explanation:

To address common support tickets and promote self-service, a Mini Menu placed next to the support ticket form is the best solution. A Mini Menu is a compact, context-sensitive menu that provides quick access to relevant content, such as Smart Walk-Thrus or Resources for the top three support issues. Positioning it near the form ensures it's highly visible and accessible when users are likely to need help, reducing ticket submissions by guiding users to solutions proactively.

The other options are less suitable:

- * A Survey(A) collects feedback but doesn't provide guidance to prevent tickets.
- * Adding to the WalkMe Menu(C) is less targeted, as users must navigate to find content.
- * A large ShoutOut(D) is disruptive if shown repeatedly and less effective for ongoing self-service.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.11: Mini Menus): "Mini Menus are ideal for delivering context-specific content, such as guidance for common issues, directly on a page. Place them near relevant elements, like a support form, to promote self-service and reduce support tickets." The course Advancing Your Skills in Building WalkMe Solutions states:

"To address frequent support tickets, create a Mini Menu with targeted content and position it near the point of need, such as a ticket form, for quick user access and effective self-service." Option B, a Mini Menu next to the support ticket form, is the best solution.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.11: Mini Menus.
WalkMe Editor User Guide, "Creating Mini Menus" Section.
Course: Advancing Your Skills in Building WalkMe Solutions, Module 17: Promoting Self-Service Solutions.

NEW QUESTION # 42

Where would you go to open a support ticket with WalkMe's technical experts?

- **A. WalkMe Console**
- B. WalkMe World Community
- C. Insights
- D. Admin Center

Answer: A

NEW QUESTION # 43

Which is the most preferred Unique User ID setting and the one you should explore first for UUID setup?

- A. Cookie
- B. WalkMe ID
- **C. Variable**
- D. jQuery

Answer: C

NEW QUESTION # 44

You have created a Smart Walk-Thru to guide users creating a new department on a site. Depending on which option users select from a dropdown at one step in the process, they may need to complete a few additional items before moving forward. Which WalkMe feature could help address this alternate path in a Smart Walk-Thru?

- A. Wait For Condition
- **B. Split**
- C. Start Point
- D. Popup Step

Answer: B

NEW QUESTION # 45

Your company has a reporting page with features that have always been available. They recently added the ability for users to create their own reports. Not everyone uses the reporting tools, but they want to announce the new report creation feature for those who do use it. They will use a ShoutOut for this and only want to show it to users who use the tool. Under the ShoutOut's engagement tab, which auto-play option would be best?

- A. Off (activate via a Launcher)
- B. Auto-play
- C. Play once a day
- **D. Play according to a rule**

Answer: D

NEW QUESTION # 46

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