

# C-WME-2506 Valid Test Preparation, C-WME-2506 Free Sample Questions

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1. How does WalkMe's Digital Experience Analytics (DXA) support organizations?

- A. By replacing all manual processes with automation
- B. By tracking how users interact with predefined on-screen elements
- C. By creating new applications to replace existing ones
- D. By eliminating the need for employee training

**Answer: B**

2. Your company just provided you with the new company logo that they want you to use in all of your WalkMe deployables.

Where is the best place to store the logo?

- A. The Asset Library
- B. WalkMe Admin Center
- C. Local Settings
- D. Engaged Elements

**Answer: A**

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

**Answer: B**

4. How does WalkMe help organizations enforce policy and compliance requirements?

- A. By automatically restricting employees from using external software
- B. By monitoring employees through real-time video feeds
- C. By disabling access to all non-compliant employees
- D. By displaying pop-ups for policy acknowledgment and using invisible Launchers to block sensitive fields

**Answer: D**

5. What are the key capabilities of WalkMe's Analytics tools? Note: There are 3 correct answers to this question.

- A. Tracking user engagement with on-screen guidance
- B. Automatically deleting unused software from the tech stack
- C. Preventing users from accessing certain applications
- D. Identifying workflow friction points and adoption gaps
- E. Providing real-time insights into software usage and process efficiency

**Answer: A, D, E**

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## SAP C-WME-2506 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

## SAP Certified Associate - WalkMe Digital Adoption Consultant Sample Questions (Q40-Q45):

### NEW QUESTION # 40

You have received some feedback that your end users are having issues completing a Smart Walk-Thru that you built. Where are the best places to analyze where users are having issues? Note: There are 2 correct answers to this question.

- A. Look at the Smart Walk-Thru step analysis in Insights.
- B. Look at the Smart Walk-Thru steps in the Editor.
- C. Look at the percent of users that played Smart Walk-Thrus.
- D. Look in the WalkMe Player Menu.

**Answer: A,B**

Explanation:

To diagnose issues with a Smart Walk-Thru, Builders should analyze both the configuration of the Smart Walk-Thru and user interaction data. The best places are:

\* Smart Walk-Thru steps in the Editor(B): Reviewing the steps in the WalkMe Editor, along with using tools like the Flow Tracker, helps identify misconfigured triggers, conditions, or elements that may cause user issues.

\* Smart Walk-Thru step analysis in Insights(D): Insights provides detailed analytics on step completion rates, drop-off points, and errors, pinpointing exactly where users encounter difficulties.

The other options are less effective:

\* WalkMe Player Menu(A) is for end users to access content, not for analyzing issues.

\* Percent of users that played Smart Walk-Thrus(C) gives overall engagement but lacks step-specific insights.

Extract from Official WalkMe Documentation:

According to the WalkMe Insights User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 3.2: Analytics and Reporting):

"The Smart Walk-Thru step analysis in Insights shows completion rates and drop-off points, helping Builders identify where users struggle. Combine this with Editor-based troubleshooting using Flow Tracker to resolve issues." The course Advancing Your Skills in

Building WalkMe Solutions states:

"To troubleshoot Smart Walk-Thru issues, review step configurations in the Editor for errors and analyze step-level data in Insights to understand user behavior and pinpoint problem areas." Options B and D are the best places to analyze user issues.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 3.2: Analytics and Reporting.

WalkMe Insights User Guide, "Smart Walk-Thru Analytics" Section.

Course: Advancing Your Skills in Building WalkMe Solutions, Module 6: Troubleshooting Smart Walk-Thrus.

#### NEW QUESTION # 41

Your IT team needs all employees to complete a critical computer update by the end of the day to prevent cyber attacks. What is the best strategy to implement for this use case?

- A. Have a ShoutOut appear in the middle of the screen with only a call to action button to complete the update.
- B. Add a Launcher to the top of the page that says 'Click here' and opens a Knowledge Base article.
- C. Have a ShoutOut appear in the middle of the screen and add a 'Remind me tomorrow' button.
- D. Place a ShoutOut at the bottom of the screen and let the end user click on the call to action when they want.

Answer: A

#### NEW QUESTION # 42

How does WalkMe help organizations enforce policy and compliance requirements?

- A. By disabling access to all non-compliant employees
- B. By automatically restricting employees from using external software
- C. By monitoring employees through real-time video feeds
- D. By displaying pop-ups for policy acknowledgment and using invisible Launchers to block sensitive fields

Answer: D

Explanation:

WalkMe supports organizations in enforcing policy and compliance requirements by providing tools to guide users and prevent non-compliant actions. Specifically, it uses pop-ups for policy acknowledgment (e.g., via ShoutOuts or Smart Walk-Thrus) to ensure users confirm understanding of policies, and invisible Launchers to block sensitive fields, preventing unauthorized interactions without altering the underlying application.

This approach ensures compliance while maintaining a seamless user experience.

The other options are incorrect:

\* Restricting external software (A) is not a WalkMe capability; it focuses on in-app guidance.

\* Monitoring via video feeds (B) is unrelated to WalkMe's functionality.

\* Disabling access to non-compliant employees (C) is too extreme and not a WalkMe feature.

Extract from Official WalkMe Documentation:

According to the SAP WalkMe Digital Adoption Consultant Study Guide (Section 1.1: WalkMe Fundamentals):

"WalkMe enforces compliance by displaying policy acknowledgment pop-ups through ShoutOuts or Smart Walk-Thrus and using invisible Launchers to block sensitive fields, ensuring adherence to regulations." The course WalkMe Fundamentals states:

"To support compliance, WalkMe uses tools like pop-ups for policy confirmation and invisible Launchers to restrict access to sensitive areas, promoting secure user behavior." Option D accurately describes how WalkMe enforces policy and compliance.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.1: WalkMe Fundamentals.

WalkMe Overview Guide, "Compliance and Policy Enforcement" Section.

Course: WalkMe Fundamentals, Module 5: Supporting Compliance.

#### NEW QUESTION # 43

Which option describes a Smart Walk-Thru Goal?

- A. Goals are used to determine if a user interacted with each individual step of a Smart Walk-Thru.
- B. Goals track how many users see the last balloon in a Smart Walk-Thru.
- C. Goals log when the Smart Walk-Thru was initiated by another type of WalkMe content (like a Launcher).
- D. Goals track how effective a Smart Walk-Thru is with helping users complete a process or action on the site.

**Answer: D**

Explanation:

A Smart Walk-Thru Goal is a defined outcome that measures the success of a Smart Walk-Thru in guiding users to complete a specific process or action (e.g., submitting a form, reaching a page). Goals are tracked in WalkMe Insights to evaluate the Smart Walk-Thru's effectiveness, providing metrics like completion rates and identifying where users succeed or drop off. This helps Builders optimize guidance to improve user adoption and process completion.

The other options are incorrect:

- \* Option A describes step-level tracking, not Goals, which focus on the overall process outcome.
- \* Option C refers to initiation tracking, not Goals.
- \* Option D is too narrow, as Goals measure process completion, not just viewing the last step.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.2: Smart Walk-Thrus):

"Smart Walk-Thru Goals track the effectiveness of guidance by measuring whether users complete the intended process or action, providing insights into adoption and success rates." The course Getting Started with Building WalkMe Solutions states:

"Define Goals in Smart Walk-Thrus to monitor how effectively they help users achieve key actions, using Insights to analyze completion and optimize the flow." Option B accurately describes a Smart Walk-Thru Goal.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.2: Smart Walk-Thrus.

WalkMe Editor User Guide, "Setting Smart Walk-Thru Goals" Section.

Course: Getting Started with Building WalkMe Solutions, Module 6: Measuring Success with Goals.

#### NEW QUESTION # 44

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

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

**Answer: C**

#### NEW QUESTION # 45

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