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SAP C_WME_2506 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">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.

SAP Certified Associate - WalkMe Digital Adoption Consultant Sample Questions (Q15-Q20):

NEW QUESTION # 15

Your product team has informed you that there is a UI element on the website that has no purpose, is causing user confusion, and they need it removed. They also mentioned that they don't have enough development resources to remove it for at least a few weeks. What WalkMe solution can you build to help resolve this issue?

- A. Build a Resource to a support article on the UI element.
- B. Build a mandatory field Launcher and place it on top of the UI element.
- C. Build a Launcher that will cover up the UI element and make it invisible.
- D. Build a Mini Menu and place it next to the button.

Answer: C

Explanation:

WalkMe Launchers are on-screen elements that can be configured to trigger actions or content, such as Smart Walk-Thrus, Resources, or Shuttles. A key feature of Launchers is their ability to be customized for visibility and positioning, including the option to make them "invisible" by adjusting transparency settings. This makes them ideal for temporarily covering a problematic UI element without requiring code changes to the underlying website. By placing an invisible Launcher over the unwanted UI element, the Builder can block user interaction with it, effectively "hiding" it until developers can remove it.

The other options are less effective for this use case:

- * A mandatory field Launcher is not a standard WalkMe feature; Launchers are not tied to form validation or mandatory fields.
- * A Resource to a support article provides information but doesn't prevent users from interacting with the confusing UI element.
- * A Mini Menu is a navigational tool for accessing content and cannot cover or hide a UI element.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.3: Launchers):

"Launchers can be customized to be fully transparent using the ghost icon in the WalkMe Editor, allowing them to overlay and block interaction with specific UI elements without being visible to the end user. This is useful for temporarily disabling problematic elements." The course Advancing Your Skills in Building WalkMe Solutions notes:

"In scenarios where a UI element causes confusion and cannot be removed immediately, an invisible Launcher can be placed over the element to prevent user interaction, serving as a temporary workaround." Option D is the correct solution, as it directly addresses the need to make the UI element inaccessible without requiring development resources.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.3: Launchers.

WalkMe Editor User Guide, "Customizing Launchers" Section.

Course: Advancing Your Skills in Building WalkMe Solutions, Module 5: Temporary Workarounds for UI Issues.

NEW QUESTION # 16

In the Editor, a Shuttle has a full green circle next to it when looking at the Production environment. How would you describe the status of this Shuttle?

- **A. Published to Production**
- B. Published to Production but has been modified
- C. Draft mode in Test
- D. Archived in Production

Answer: A

Explanation:

In the WalkMe Editor, a full green circle next to a content item, such as a Shuttle, in the Production environment indicates that the item is Published to Production and is live for end users. This status confirms that the Shuttle has been successfully deployed without subsequent modifications or archiving.

The other options are incorrect:

* Draft mode in Test(A) would show a different icon (e.g., gray or yellow) in the Test environment.

* Archived in Production(B) would show an archived status, not a green circle.

* Published but modified(C) would display a modified indicator, not a full green circle.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.10: Publishing and Status):

"A full green circle in the Production environment indicates that the content item, such as a Shuttle, is published and active for end users." The course Getting Started with Building WalkMe Solutions states:

"Check the status icon in the Editor: a full green circle in Production means the content is live and published without pending changes." Option D correctly describes the Shuttle's status.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.10: Publishing and Status.

WalkMe Editor User Guide, "Content Status Indicators" Section.

Course: Getting Started with Building WalkMe Solutions, Module 12: Managing Content Status.

NEW QUESTION # 17

What is the correct order of operations for determining if WalkMe content should appear on the page?

- A. Individual item conditions > Segmentation > Web page loads
- B. Start Points > Web page loads > Segmentation
- C. Segmentation > Web page loads > Individual item conditions
- **D. Web page loads > Segmentation > Individual item conditions**

Answer: D

NEW QUESTION # 18

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 Mini Menu of content from the top three support tickets and place it next to the support ticket form.**
- B. Add it to your list of WalkMe content in the Menu.
- C. Create a Survey to ask end users about their feedback.

- D. Create a large ShoutOut to appear in the middle of the page each time the user visits the page.

Answer: A

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 # 19

You and your Project Lead just had a conversation with a business stakeholder who wants you to create WalkMe content for their team. They provided you with all of the following information: Sales team members are constantly rushing through entering contract details in your sales platform, which adds to inaccurate data for the business. Once they get to the contract page, there are many fields to fill out that are unique to each client. They often don't remember which is the correct option from a number of dropdown fields, and the company doesn't currently have any documentation that explains the dropdown fields. What is the end user behavior (pain point) you need to address with WalkMe content?

- A. Sales team members are rushing through entering contract details
- B. The business has inaccurate data
- C. No help documentation currently exists
- **D. Users do not know which is the correct option in the dropdown fields**

Answer: D

Explanation:

The end user behavior (pain point) to address is that users do not know which is the correct option in the dropdown fields. This specific behavior directly causes the inaccurate data, as sales team members are selecting incorrect options due to a lack of guidance. WalkMe content, such as Guidance SmartTips, can provide real-time instructions for each dropdown field to ensure correct selections, addressing the root cause of the issue.

The other options are related but not the primary pain point:

- * Inaccurate data(A) is the outcome, not the behavior.
- * No help documentation(B) is a contributing factor, not the user's action.
- * Rushing through details(C) is a secondary behavior, but the core issue is incorrect dropdown selections.

Extract from Official WalkMe Documentation:

Per the SAP WalkMe Digital Adoption Consultant Study Guide (Section 1.3: Identifying Pain Points):

"Identify the specific end user behavior causing issues, such as selecting incorrect options in dropdowns, to target WalkMe content effectively, like SmartTips for field guidance." The course Getting Started with Building WalkMe Solutions explains:

"Focus on the user behavior driving the problem, such as confusion over dropdown options, to design WalkMe solutions that provide clarity and improve accuracy." Option D is the end user pain point to address.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.3: Identifying Pain Points.

WalkMe Editor User Guide, "Addressing User Behaviors" Section.

Course: Getting Started with Building WalkMe Solutions, Module 3: Pain Point Analysis.

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