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SAP C-WME-2506 Exam Syllabus Topics:

Topic	Details
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Topic 1	<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 2	<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 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.

SAP Certified Associate - WalkMe Digital Adoption Consultant Sample Questions (Q47-Q52):

NEW QUESTION # 47

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

Answer: C,D

NEW QUESTION # 48

Which of the following is the best use case for using Behavior Based Segmentation?

- A. Show a time-sensitive ShoutOut and Survey to all users.
- B. Make sure a Launcher only displays for Finance Team members.
- C. Play a ShoutOut only to users who have already used a specific feature.
- D. Display different SmartTips for users located in the United States and Italy.

Answer: C

Explanation:

Behavior Based Segmentation in WalkMe allows content to be targeted to users based on their past interactions with the platform, such as completing a Smart Walk-Thru, clicking a specific element, or using a particular feature. This is ideal for delivering personalized content to users who have demonstrated specific behaviors. Playing a ShoutOut only to users who have already used a specific feature (e.g., to gather feedback or promote advanced functionality) is a prime example of Behavior Based Segmentation, as it leverages user interaction history to tailor the experience.

The other options are better suited to other segmentation types:

- * Option A(Finance Team members) relies on User Role or Department segmentation, not behavior.
- * Option C(users in the US and Italy) uses Geographic Location segmentation.
- * Option D(all users) does not require segmentation, as it targets everyone.

Extract from Official WalkMe Documentation:

According to the WalkMe Insights User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 3.3: Segmentation):

"Behavior Based Segmentation targets users based on their interactions with WalkMe content or website elements, such as completing a process or using a feature. This is useful for delivering tailored content, like ShoutOuts, to users with specific behavioral patterns." The course Advancing Your Skills in Building WalkMe Solutions explains:

"Use Behavior Based Segmentation to engage users who have performed specific actions, such as triggering a ShoutOut for users who have completed a feature-related Smart Walk-Thru, to enhance adoption or collect targeted feedback." Option B is the best use case for Behavior Based Segmentation.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 3.3: Segmentation.

WalkMe Insights User Guide, "Behavior Based Segmentation" Section.

Course: Advancing Your Skills in Building WalkMe Solutions, Module 13: Advanced Segmentation Techniques.

NEW QUESTION # 49

You are analyzing your Smart Walk-Thru steps and see significant drop-off following a Wait For step. What should you investigate to try to get to the root of the issue?

- A. Look at your Wait For condition rules.
- B. Update your step triggers.
- C. Look at your Smart Walk-Thru step initiators.
- D. Remove the step completely.

Answer: A

Explanation:

A Wait For step in a Smart Walk-Thru pauses the flow until specific conditions are met, such as an element appearing on the screen or a page load completing. If users are dropping off after a Wait For step, the most likely cause is that the condition rules are not being satisfied, causing the flow to stall. Investigating the Wait For condition rules—such as checking if the targeted element is correctly identified, the condition is achievable, or the timeout period is sufficient—helps identify and resolve the issue.

The other options are less relevant:

* Updating step triggers (A) applies to user actions that advance steps, not Wait For conditions.

* Looking at step initiators (B) relates to how the Smart Walk-Thru starts, not why users drop off mid-flow.

* Removing the step completely (D) is a last resort and doesn't address the root cause.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.2:

Smart Walk-Thrus):

"Wait For steps pause a Smart Walk-Thru until predefined conditions are met, such as an element becoming visible. If users drop off at a Wait For step, review the condition rules to ensure they are correctly configured and achievable within the expected timeframe."

The course Advancing Your Skills in Building WalkMe Solutions advises:

"Significant drop-off at a Wait For step often indicates misconfigured condition rules, such as an element not appearing as expected. Use the Flow Tracker and Insights to analyze and adjust these rules." Option C is the correct choice, as it focuses on investigating the Wait For condition rules to address the drop-off issue.

References:

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

WalkMe Editor User Guide, "Wait For Steps" Section.

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

NEW QUESTION # 50

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

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

Answer: D

NEW QUESTION # 51

When doing quality assurance and testing content, which of the options below should we be looking for?

Note: There are 3 correct answers to this question.

- A. The website's background color matches the corporate branding.
- **B. Content appears as expected.**
- **C. Smart Walk-Thru triggers work as expected.**
- **D. Balloons are not blocking important site elements.**
- E. Page load time is under ten seconds.

Answer: B,C,D

Explanation:

Quality assurance (QA) and testing of WalkMe content focus on ensuring that the content functions correctly, displays appropriately, and enhances the user experience without causing disruptions. The key aspects to check include:

* Content appears as expected(B): Verify that WalkMe content (e.g., SmartTips, ShoutOuts) displays with the correct text, styling, and positioning as designed in the Editor.

* Balloons are not blocking important site elements(C): Ensure that WalkMe balloons (e.g., Smart Walk-Thru steps or SmartTips) do not obscure critical UI elements, such as buttons or forms, to maintain usability.

* Smart Walk-Thru triggers work as expected(D): Confirm that triggers (e.g., clicks, page loads) initiate Smart Walk-Thru steps correctly, ensuring smooth guidance.

The other options are incorrect:

* Page load time under ten seconds(A) is a website performance metric, not a WalkMe QA responsibility.

* Website's background color matching corporate branding(E) is outside WalkMe's scope, as it pertains to the website's design.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.4: Quality Assurance):

"During QA, verify that content displays correctly, balloons do not block critical UI elements, and Smart Walk-Thru triggers function as intended. These checks ensure a seamless user experience." The course Getting Started with Building WalkMe Solutions states:

"QA involves confirming that WalkMe content appears as designed, does not obstruct important page elements, and that triggers for Smart Walk-Thrus execute reliably." Options B, C, and D are the correct aspects to focus on during QA.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.4: Quality Assurance.

WalkMe Editor User Guide, "Quality Assurance Best Practices" Section.

Course: Getting Started with Building WalkMe Solutions, Module 5: Testing and QA.

NEW QUESTION # 52

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