

SAP WalkMe

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

SAP WalkMe Training is designed to help professionals understand how to create intuitive digital adoption experiences that simplify SAP applications and improve user productivity. The course covers interactive walkthroughs, SmartTips, Launchers, workflow automation, user segmentation, analytics, content management, and in-app guidance. Participants will gain practical knowledge of designing personalized user journeys, accelerating SAP application adoption, reducing training efforts, and enhancing the overall digital experience through effective user enablement and process guidance.

Module 1: Introduction to SAP WalkMe

- ✓ Digital Adoption Platform (DAP) Fundamentals
- ✓ Overview of SAP WalkMe
- ✓ WalkMe Architecture
- ✓ Key Features and Business Benefits
- ✓ User Interface and Navigation
- ✓ Digital Adoption Best Practices

Module 2: WalkMe Builder and Environment Setup

- ✓ WalkMe Editor Overview
- ✓ Browser Extension Installation
- ✓ Environment Configuration
- ✓ Application Connections
- ✓ Publishing Concepts
- ✓ Project Structure

Module 3: Interactive Walkthroughs

- ✓ Creating Smart Walk-Thrus
- ✓ Step Configuration
- ✓ User Navigation Logic
- ✓ Branching and Decision Paths
- ✓ Walkthrough Testing
- ✓ Best Practices for Guided Experiences

Module 4: SmartTips, Launchers, and ShoutOuts

- ✓ SmartTips Configuration
- ✓ Launchers and Action Buttons
- ✓ ShoutOut Design
- ✓ User Notifications
- ✓ Contextual Assistance
- ✓ Engagement Strategies

Module 5: Task Automation

- ✓ Automation Concepts
- ✓ Automating Repetitive Activities
- ✓ Workflow Simplification
- ✓ ActionBot Overview
- ✓ Automation Best Practices
- ✓ Improving User Productivity

Module 6: User Segmentation and Personalization

- ✓ User Segmentation
- ✓ Role-Based Experiences
- ✓ Audience Targeting
- ✓ Personalized Guidance
- ✓ User Context Management

- ✓ Dynamic Content Delivery

Module 7: Analytics and Reporting

- ✓ WalkMe Analytics Overview
- ✓ User Behavior Analysis
- ✓ Adoption Metrics
- ✓ Engagement Reports
- ✓ Performance Dashboards
- ✓ Optimization Using Analytics

Module 8: Content Management and Deployment

- ✓ Content Organization
- ✓ Version Management
- ✓ Publishing WalkMe Content
- ✓ Deployment Strategies
- ✓ Environment Promotion
- ✓ Content Maintenance

Module 9: SAP Integration

- ✓ WalkMe with SAP Applications
- ✓ SAP S/4HANA User Guidance
- ✓ SAP SuccessFactors Integration

- ✓ SAP Fiori Support
- ✓ Enterprise Integration Concepts
- ✓ Cross-Application Guidance

Module 10: Administration and Governance

- ✓ User Roles and Permissions
- ✓ Security Configuration
- ✓ Governance Framework
- ✓ Content Lifecycle Management
- ✓ Administration Best Practices
- ✓ Operational Support

Module 11: Optimization and Troubleshooting

- ✓ Performance Optimization
- ✓ Debugging WalkMe Content
- ✓ Resolving Deployment Issues
- ✓ User Feedback Analysis
- ✓ Continuous Improvement
- ✓ Maintenance Best Practices

Module 12: Real-World Use Cases and Best Practices

- ✓ SAP Digital Adoption Scenarios

- ✓ Employee Onboarding Examples
- ✓ Business Process Guidance
- ✓ Workflow Optimization Case Studies
- ✓ Enterprise Implementation Best Practices
- ✓ End-to-End SAP WalkMe Project Walkthrough