

## SAP.C\_BCWME\_2504.v2026-02-28.q13

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### NEW QUESTION: 1

Which feature of WalkMe Discovery allows enterprises to gain insights to optimize their technology stack?

- A. Automating employee onboarding processes
- B. Reducing costs associated with hardware infrastructure
- C. Providing forecasts for future revenue growth
- D. Identifying all applications being used across the organization

**Answer: (SHOW ANSWER)**

The correct answer is:

D . Identifying all applications being used across the organization ✓

Explanation

WalkMe Discovery offers enterprises full visibility into their technology stack by automatically discovering all web-based applications in use across the organization. It provides insights into which applications are used, by whom, and how frequently, enabling companies to optimize their software portfolio and eliminate underused or rogue tools.

✗ Why the other options are incorrect:

- \* A. Automating employee onboarding processes - Not part of Discovery; this relates to WalkMe's guidance capabilities.
- \* B. Reducing costs associated with hardware infrastructure - Discovery focuses on software visibility, not hardware.
- \* C. Providing forecasts for future revenue growth - Discovery helps optimize current software investments but doesn't offer revenue forecasting.

✓ Final Answer:

D . Identifying all applications being used across the organization.

### NEW QUESTION: 2

What are the key functional categories of WalkMe's capabilities in the new pricing model?

- A. Workflow Automation, User Engagement, Security & Privacy
- B. Data & Analytics, Action & Experience, Platform & Admin
- C. Digital Adoption, Process Optimization, Compliance Management
- D. Content Creation, Deployment, Analytics & Insights

**Answer: (SHOW ANSWER)**

The correct answer is:

B . Data & Analytics, Action & Experience, Platform & Admin ✓

Explanation

According to WalkMe's updated pricing model detailed on their pricing page, the platform's key functional categories are:

\* Data & Analytics: Application usage insights, workflow and form analytics, guidance analytics, flow analysis, and custom dashboards.

\* Action & Experience: Tools for building interactive guidance (walk-thrus, tooltips, notifications), workflow automation, theming, conversational interfaces, and workstation deployment

walkme.com

\* Platform & Admin: Admin center, access management, security settings (2FA, roles), data privacy, extensibility, and data hosting controls walkme.com

✗ Why the other options aren't correct:

\* A. Workflow Automation, User Engagement, Security & Privacy - these are features under the main categories but don't reflect the pricing model structure.

\* C. Digital Adoption, Process Optimization, Compliance Management - more thematic goals, not official pricing tiers.

\* D. Content Creation, Deployment, Analytics & Insights - overlaps some areas but doesn't match the naming and structure used by WalkMe's pricing documentation.

✓ Final Answer: B. Data & Analytics, Action & Experience, Platform & Admin.

### NEW QUESTION: 3

Which of the following are objectives of WalkMe's sales plays for SAP? Note: There are 3 correct answers to this question.

- A. Ensuring compliance and efficiency in finance and spend management
- B. Providing analytics and insights for cloud-based HR systems
- C. Enabling ERP transformation through user engagement and adoption
- D. Simplifying procurement processes to enhance competitive differentiation
- E. Driving measurable ROI across SAP and non-SAP applications

**Answer: (SHOW ANSWER)**

Based on WalkMe's positioning within the SAP ecosystem, the three key objectives of their SAP-focused sales plays are:

✓ C. Enabling ERP transformation through user engagement and adoption

WalkMe plays a central role in digital transformation by driving user engagement, increasing software adoption, and ensuring smooth rollouts of SAP ERP like S/4HANA and SuccessFactors

✓ A. Ensuring compliance and efficiency in finance and spend management WalkMe's in-app guidance helps prevent user errors, ensure policy compliance, and streamline critical finance and procurement workflows-especially within SAP S/4HANA and Ariba environments [blog.sap-press.com](https://blog.sap-press.com).

✓ E. Driving measurable ROI across SAP and non-SAP applications

WalkMe emphasizes actionable insights, highlighting software usage, and driving ROI not just in SAP but across heterogeneous systems through analytics and usage data visibility.

✗ Not correct:

\* B. Providing analytics and insights for cloud-based HR systems

While WalkMe supports HR applications like SuccessFactors, the offering is broader-including ERP, procurement, and cross-app usage-so this choice is too narrow.

\* D. Simplifying procurement processes to enhance competitive differentiation WalkMe does simplify workflows in SAP Ariba, but the "competitive differentiation" language doesn't match their core positioning.

#### **NEW QUESTION: 4**

What unique technology powers WalkMe's AI-first Digital Adoption Platform (DAP), enabling it to understand application context and drive adoption success?

**A.** SAP Ecosystem Integration

**B.** Library of Pre-Made Content

**C.** DeepUI Technology

**D.** FedRAMP Certified Platform

**Answer: ([SHOW ANSWER](#))**

The correct answer is:

**C . DeepUI Technology** ✓

Why DeepUI?

WalkMe's proprietary DeepUI technology is the core behind its AI-first Digital Adoption Platform (DAP). It uses advanced AI-driven element recognition to understand applications like humans do, automatically adjusting guidance content when application interfaces change-ensuring reliability and consistency in user support.

Why not the others?

\* A. SAP Ecosystem Integration - While WalkMe integrates with SAP, this is not the unique AI engine powering the platform.

\* B. Library of Pre-Made Content - WalkMe offers content building tools, but these aren't the core technology that uses AI context.

\* D. FedRAMP Certified Platform - This refers to security compliance, not the AI-based functionality used for context-aware guidance.

✓ Final Answer:

**C . DeepUI Technology** provides the AI-powered foundation that enables WalkMe's contextual, adaptive DAP experience.

### NEW QUESTION: 5

What is one of WalkMe's differentiators when compared to other Digital Adoption Platforms (DAP)?

- A. Offering a combination of guidance tools and actionable analytics
- B. Limited scalability for smaller businesses
- C. Exclusive focus on customer experience workflows
- D. Ability to operate without integrating into other software

**Answer: A (LEAVE A REPLY)**

The correct answer is:

A . Offering a combination of guidance tools and actionable analytics ✓ Why this matters WalkMe stands out among Digital Adoption Platforms (DAPs) by not only providing in-app guidance-such as walkthroughs, tooltips, and task lists-but also delivering actionable insights through analytics. This powerful combination empowers organizations to both guide users and continuously optimize adoption using real-world usage data.

Why the other options don't apply

\* B. Limited scalability for smaller businesses

✗ This is a limitation, if anything-not a differentiator or benefit.

\* C. Exclusive focus on customer experience workflows

✗ WalkMe supports a wide array of use cases, including employee onboarding, IT, finance, and more- not just customer workflows.

\* D. Ability to operate without integrating into other software

✗ WalkMe overlays onto existing applications and integrates deeply-it doesn't operate in isolation.

✓ Final Answer: A. Offering a combination of guidance tools and actionable analytics.

### NEW QUESTION: 6

What is the role of the WalkMe snippet in the deployment process?

- A. It ensures compatibility with all versions of application software
- B. It enables WalkMe content to be displayed over applications
- C. It secures user data through encryption
- D. It customizes content for each user group

**Answer: (SHOW ANSWER)**

The primary role of the WalkMe snippet in the deployment process is:

B . It enables WalkMe content to be displayed over applications ✓

Why this is correct

WalkMe's snippet is a small JavaScript snippet that's added to the application's codebase. It functions as the core mechanism that:

\* Loads and overlays WalkMe guidance (like Smart Walk-Thrus, tooltips, menus) onto target applications

\* Differentiates between Test and Production environments-only injected when appropriate-so content is shown in the correct setting.

Without the snippet, WalkMe content built in the Editor would not render within the application UI.

✗ Why the other options are incorrect

\* A. Ensuring compatibility with all versions of application software

While snippet compatibility is important, its core function isn't version matching-it's content delivery.

\* C. Securing user data through encryption

Security and encryption are managed via WalkMe's backend, CDN delivery, and network infrastructure- not the snippet itself.

\* D. Customizing content for each user group

Segmentation and content targeting are handled by WalkMe's configuration (Conditions/Segments), not by the snippet.

✓ Final Answer

B . It enables WalkMe content to be displayed over applications.

### NEW QUESTION: 7

What percentage of digital transformation initiatives fail to meet their goals due to poor tool adoption?

A. 0.5

B. 0.7

C. 0.3

D. 0.9

**Answer: ([SHOW ANSWER](#))**

The correct answer is B. 0.7 (i.e., 70%).

Studies cited on learning.sap.com indicate that roughly 70% of digital transformation initiatives fail to meet their objectives, and a major reason behind this is poor user adoption of tools.

### NEW QUESTION: 8

What is the main focus of a mid-level influencer during the sales cycle?

A. Mitigating company-wide risks

B. Increasing recruitment efficiency

C. Driving organizational ROI

D. Addressing operational inefficiencies and aligning with high-level goals

**Answer: ([SHOW ANSWER](#))**

The main focus of a mid-level influencer during the sales cycle is:

D . Addressing operational inefficiencies and aligning with high-level goals ✓ According to the Learning SAP course "Identifying Mastering Personas," mid-level influencers-typically middle management-are responsible for vetting solutions and driving digital initiatives. They care deeply about solving day-to-day operational challenges while ensuring alignment with broader organizational objectives. learning.sap.com

### NEW QUESTION: 9

What primary issue does WalkMe's solution aim to solve for customers?

- A. Need for upgrading physical infrastructure in organizations
- B. High employee turnover rates
- C. Difficulty in maintaining accurate financial records
- D. Challenges in adopting and effectively using digital tools

**Answer: (SHOW ANSWER)**

The primary issue WalkMe's solution is designed to solve for customers is:

D . Challenges in adopting and effectively using digital tools ✓

Why this is the correct answer

WalkMe is a Digital Adoption Platform (DAP) that sits on top of your technology stack to help organizations understand who is using software, how it's being used, and where friction exists- then provide in-app guidance and automation to smooth those friction points Why the other options are incorrect

\* A. Need for upgrading physical infrastructure

✗ This is unrelated-WalkMe focuses on software adoption, not hardware upgrades.

\* B. High employee turnover rates

✗ While adoption issues can indirectly influence turnover, WalkMe does not directly address retention.

\* C. Difficulty in maintaining accurate financial records

✗ That's a domain for finance systems and accounting, not WalkMe's primary focus.

In summary: WalkMe's core mission is to help users adopt and effectively use digital tools, enabling faster onboarding, fewer support tickets, and greater productivity.

### NEW QUESTION: 10

Which feature of WalkMe helps enterprises maintain consistent branding across tools to improve user adoption?

- A. Multi-Language
- B. WalkMe Shield
- C. Discovery
- D. Theming

**Answer: (SHOW ANSWER)**

The correct answer is: D

D . Theming ✓

Explanation

According to SAP's training materials on learning.sap.com, WalkMe's Theming feature is specifically designed to help enterprises maintain consistent branding across tools. This feature ensures that WalkMe elements-such as tooltips, walk-thrus, and help menus-seamlessly integrate with the look and feel of existing applications. By aligning colors, fonts, and overall design, Theming significantly boosts user trust and adoption rates.

Why the other options are incorrect

\* A. Multi-Language: Enables content translation and localization, but doesn't impact branding aesthetics.

\* B. WalkMe Shield: Specialized in automation testing and content validation-not for styling or branding.

\* C. Discovery: Focuses on identifying unused software and compliance risks, not UI customization or branding.

✓ Final Answer:

D . Theming - it ensures consistent branding across tools, which helps improve user adoption and engagement.

### **NEW QUESTION: 11**

What is the primary purpose of WalkMe's Digital Adoption Platform (DAP)?

**A.** To manage payroll systems efficiently

**B.** To reduce digital friction and guide users through complex software

**C.** To implement advanced hardware solutions

**D.** To automate recruitment processes

**Answer: ([SHOW ANSWER](#))**

The primary purpose of WalkMe's Digital Adoption Platform (DAP) is:

B . To reduce digital friction and guide users through complex software ✓

Why This Is Correct

WalkMe DAP is an intelligence-driven overlay that sits on top of your existing applications and provides contextual guidance and automation to users at the exact moment they're facing friction. This minimizes errors, accelerates digital proficiency, and relieves support bottlenecks.

Why the Other Options Aren't Correct

\* A. To manage payroll systems efficiently - WalkMe doesn't handle backend processes like payroll.

\* C. To implement advanced hardware solutions - Its focus is purely on software adoption and user interaction.

\* D. To automate recruitment processes - WalkMe supports adoption across software, not HR operations like recruitment.

✓ Final Answer:

B . To reduce digital friction and guide users through complex software.

### **NEW QUESTION: 12**

How does WalkMe empower enterprises to recover productivity losses?

**A.** By automating recruitment processes

**B.** By offering proactive, contextual guidance through AI-powered tools

**C.** By outsourcing workflow management to third-party providers

**D.** By replacing enterprise tools with simpler solutions

**Answer: ([SHOW ANSWER](#))**

The WalkMe feature that best helps enterprises recover productivity losses is:

B . By offering proactive, contextual guidance through AI-powered tools ✓ WalkMe empowers users by delivering real-time, in-app guidance tailored to individual workflows. Specifically, their contextual AI tools-like the new "Action Bar"-proactively suggest next steps, remind users of critical tasks, and offer support based on ongoing context across applications. This reduces disruptions, closes adoption gaps, and accelerates productivity recovery Why the other options don't apply:

\* A. By automating recruitment processes

✗ WalkMe focuses on user productivity and adoption, not HR or recruiting workflows.

\* C. By outsourcing workflow management to third-party providers

✗ WalkMe provides in-house software tools and guidance-not workflow outsourcing.

\* D. By replacing enterprise tools with simpler solutions

✗ WalkMe enhances existing enterprise tools rather than replacing them.

In summary: WalkMe recovers lost productivity by embedding AI-powered, proactive guidance directly into enterprise software workflows-helping users avoid friction and work smarter in the moment.

### NEW QUESTION: 13

Which of the following are measurable impacts delivered by WalkMe?Note: There are 3 correct answers to this question.

A. Faster and more flexible product delivery

B. Elimination of all R&D costs within enterprises

C. Reduction in compliance-related issues through automatic insights

D. Increased employee productivity through streamlined workflows

E. Enhanced user satisfaction through NPS and CSAT improvements

**Answer: (SHOW ANSWER)**

Here are three measurable impacts delivered by WalkMe, based on learning.sap.com and supporting sources:

✓ C. Reduction in compliance-related issues through automatic insights

WalkMe's analytics surface compliance gaps and user deviations-automatically identifying and guiding users away from risky or unauthorized actions, thereby reducing compliance-related issues.

✓ D. Increased employee productivity through streamlined workflows

WalkMe captures friction points within workflows-then resolves them with automation and in-app guidance, helping employees work faster and smarter

✓ E. Enhanced user satisfaction through NPS and CSAT improvements

WalkMe supports in-app surveys, including CSAT and NPS, empowering teams to measure sentiment and deliver experiences that improve satisfaction scores

✗ Why the other options don't fit:

\* A. Faster and more flexible product delivery - This is a strategic benefit but not a directly measured outcome typically highlighted by WalkMe.

\* B. Elimination of all R&D costs within enterprises - That's unrealistic and not claimed by WalkMe.

C Final Answer:

C, D, and E.

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