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### NEW QUESTION: 1

When are SmartTip validation rules evaluated?

- A. When the user refreshes the page.
- B. When the user enters content into a field.
- C. When the user enters content into a field and then clicks or tabs outside of the field.
- D. When the user clicks into a field.

**Answer: (SHOW ANSWER)**

SmartTips in WalkMe are used to provide guidance or validation for form fields, ensuring users input correct data. Validation SmartTips are configured with rules that check the content of a field against specific criteria (e.g., format, length, or value). These validation rules are evaluated when the user enters content into a field and then moves focus away from it, either by clicking outside the field or tabbing to another element. This behavior ensures that the validation occurs after the user has completed their input, providing immediate feedback without interrupting their workflow. The other options are incorrect:

- \* When the user refreshes the page(A) does not trigger validation, as SmartTips are tied to user interactions with specific fields.
- \* When the user enters content into a field(B) is too early, as validation requires the user to finish inputting and move focus.
- \* When the user clicks into a field(D) triggers the display of guidance SmartTips, not validation rules.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.5:

SmartTips):

"Validation SmartTips evaluate their rules when the user enters content into a field and then removes focus from that field, either by clicking elsewhere or tabbing out. This ensures that

validation feedback is provided after the user has completed their input." The course *Advancing Your Skills in Building WalkMe Solutions* further explains:

"SmartTip validation rules are designed to check field input once the user has finished entering data and moves focus away (e.g., by clicking or tabbing out). This timing balances real-time feedback with non-disruptive user experience." Option C accurately describes when SmartTip validation rules are evaluated.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.5: SmartTips.

WalkMe Editor User Guide, "SmartTip Validation" Section.

Course: *Advancing Your Skills in Building WalkMe Solutions*, Module 8: Configuring SmartTips for Form Validation.

## **NEW QUESTION: 2**

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

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

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: 3

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

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

**Answer: (SHOW ANSWER)**

WalkMe follows a specific sequence to determine whether content should appear on a page:

- \* Web page loads: The page must load for WalkMe to initialize and evaluate content.
- \* Segmentation: Segmentation rules (e.g., user role, behavior) determine if the content is relevant to the user.
- \* Individual item conditions: Specific conditions for each content item (e.g., element visibility, URL rules) are checked to finalize display.

This order ensures that WalkMe efficiently evaluates global applicability before checking item-specific criteria, optimizing performance and relevance.

The other options are incorrect:

- \* Option A reverses the order of page load and segmentation.
- \* Option C includes Start Points, which are specific to Smart Walk-Thrus, not general content display.
- \* Option D places individual conditions first, which is illogical as the page must load first.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.6:

Content Display Logic):

"WalkMe content display follows this order: (1) Web page loads, initializing WalkMe; (2) Segmentation rules filter based on user attributes; (3) Individual item conditions, such as URL or element rules, determine final display." The course Getting Started with Building WalkMe Solution explains:

"The sequence for content display is web page load, followed by segmentation to target users, and then individual item conditions to confirm content relevance." Option B correctly outlines the order of operations.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.6: Content Display Logic.

WalkMe Editor User Guide, "Content Display Process" Section.

Course: Getting Started with Building WalkMe Solutions, Module 3: Understanding Content Display.

### NEW QUESTION: 4

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

**Answer: (SHOW ANSWER)**

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: 5**

What does 'building for value' mean in the context of creating content?

- A. Creating content that focuses solely on the technical implementation of WalkMe features.

**B.** Creating content with an understanding of the business's goals and what they are trying to accomplish.

**C.** Creating content to ensure that WalkMe content is updated frequently.

**D.** Creating content to prioritize the aesthetic design of the WalkMe interface.

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

'Building for value' in WalkMe refers to the practice of designing content that aligns with the business's strategic objectives, such as improving user adoption, reducing support tickets, or increasing process efficiency. This approach ensures that WalkMe solutions address specific pain points and deliver measurable outcomes that support the organization's goals, rather than focusing solely on technical or aesthetic aspects.

By understanding what the business aims to achieve, Builders can create targeted content that drives meaningful impact.

The other options are incorrect:

\* Option A(technical implementation) is too narrow and doesn't prioritize business outcomes.

\* Option C(frequent updates) is not the primary focus of building for value.

\* Option D(aesthetic design) is secondary to functional and strategic alignment.

Extract from Official WalkMe Documentation:

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

"'Building for value' means creating WalkMe content that supports the business's objectives, such as improving efficiency or user satisfaction, by addressing specific user needs and aligning with organizational goals." The course Getting Started with Building WalkMe Solutions states:

"To build for value, understand the business's goals-whether reducing errors or enhancing adoption-and design content that delivers targeted solutions to achieve those outcomes." Option B accurately defines 'building for value.' References:

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

WalkMe Editor User Guide, "Building for Value" Section.

Course: Getting Started with Building WalkMe Solutions, Module 1: Foundations of Digital Adoption.

### **NEW QUESTION: 6**

Your company has a reporting page with features that have always been available. They recently added the ability for users to create their own reports. Not everyone uses the reporting tools, but they want to announce the new report creation feature for those who do use it. They will use a ShoutOut for this and only want to show it to users who use the tool. Under the ShoutOut's engagement tab, which auto-play option would be best?

**A.** Play according to a rule

**B.** Auto-play

**C.** Play once a day

**D.** Off (activate via a launcher)

**Answer: (SHOW ANSWER)**

To target a ShoutOut to users who actively use the reporting tools, the best approach is to use the Play according to a rule option in the ShoutOut's engagement tab. This allows Builders to define a segmentation rule (e.g., based on user behavior, such as having accessed the reporting page) to ensure the ShoutOut only appears to the relevant audience. This targeted approach avoids annoying non-users and maximizes the announcement's effectiveness for the intended group.

The other options are less suitable:

- \* Auto-play(B) displays the ShoutOut to all users on page load, regardless of their interaction with the reporting tools.
- \* Play once a day(C) also lacks targeting and may show to irrelevant users.
- \* Off (activate via a launcher)(D) requires manual user action, which may reduce visibility for the announcement.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.9:

ShoutOuts):

"The 'Play according to a rule' option in the ShoutOut engagement tab allows targeting specific user segments based on behavior or attributes, ensuring relevant delivery of announcements."

The course Getting Started with Building WalkMe Solutions explains:

"For announcements like new feature releases to specific user groups, use 'Play according to a rule' to segment the audience, such as users who have interacted with a particular tool." Option A is the best auto-play option for this targeted ShoutOut.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.9: ShoutOuts.

WalkMe Editor User Guide, "ShoutOut Engagement Settings" Section.

Course: Getting Started with Building WalkMe Solutions, Module 6: Configuring ShoutOuts.

**NEW QUESTION: 7**

What is the primary difference between Global Level Design and Local Level Design in WalkMe?

- A.** Global Level Design only affects ShoutOuts, while Local Level Design affects SmartTips and Launchers.
- B.** Global Level Design applies to all WalkMe content, while Local Level Design applies to specific items and can override global settings.
- C.** Global Level Design requires CSS knowledge, while Local Level Design does not for certain elements.
- D.** Global Level Design is only available for administrators, while Local Level Design is available for all users.

**Answer: (SHOW ANSWER)**

In WalkMe, Global Level Design refers to styling and configuration settings that apply universally to all WalkMe content within an account, such as default fonts, colors, or balloon styles. These

settings ensure consistency across deployables like Smart Walk-Thrus, ShoutOuts, and Launchers. Local Level Design, on the other hand, allows Builders to customize the appearance or behavior of specific WalkMe items (e.g., a single ShoutOut or SmartTip), overriding global settings when needed. This hierarchy enables flexibility while maintaining a cohesive brand identity.

The other options are incorrect:

- \* Option A is wrong because Global Level Design affects all content types, not just ShoutOuts, and Local Level Design applies to any item, not only SmartTips and Launchers.
- \* Option C is misleading, as both design levels can be configured without CSS knowledge using the WalkMe Editor's UI, though advanced customization may involve CSS.
- \* Option D is incorrect, as both design levels are accessible to Builders with appropriate permissions, not restricted by user role.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.6: Design and Customization):

"Global Level Design sets the default styling and behavior for all WalkMe content in an account, such as fonts, colors, and balloon positioning. Local Level Design allows customization of individual items, overriding global settings to meet specific needs." The course *Advancing Your Skills in Building WalkMe Solutions* states:

"Use Global Level Design to enforce brand consistency across all WalkMe deployables. For unique requirements, apply Local Level Design to specific items, which takes precedence over global configurations." Option B correctly captures the primary difference between Global and Local Level Design.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.6: Design and Customization. WalkMe Editor User Guide, "Global vs. Local Design" Section.

Course: *Advancing Your Skills in Building WalkMe Solutions*, Module 9: Customizing WalkMe Content.

### **NEW QUESTION: 8**

Why is it recommended to disable the multi-language Manual Toggle when using the multi-language Auto-Toggle?

- A.** To ensure that the Manual Toggle is only available for administrators
- B.** Because Manual Toggle consumes more resources than Auto-Toggle
- C.** To prevent conflicts where the user's Manual Toggle choice overrides the Auto-Toggle settings
- D.** Because the Manual Toggle and Auto-Toggle can cause the page to refresh unexpectedly

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

WalkMe's multi-language feature allows content to be displayed in different languages, with two toggle options: Auto-Toggle, which automatically selects the language based on user settings (e.g., browser or account preferences), and Manual Toggle, which lets users manually choose their language. When both toggles are enabled, a user's manual language selection can override

the Auto-Toggle's automatic detection, leading to conflicts and inconsistent user experiences. Disabling the Manual Toggle ensures that the Auto-Toggle functions as intended, delivering content in the user's preferred language without interference.

The other options are incorrect:

\* Option A is wrong because the Manual Toggle is not restricted to administrators; it's available to end users.

\* Option B is misleading, as there's no evidence that Manual Toggle consumes significantly more resources.

\* Option D is incorrect, as neither toggle typically causes unexpected page refreshes.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.8: Multi-Language Support):

"When using Auto-Toggle for multi-language content, it is recommended to disable the Manual Toggle to avoid conflicts. Manual selections by users can override Auto-Toggle settings, leading to inconsistent language display." The course *Advancing Your Skills in Building WalkMe Solutions* states:

"To ensure a seamless multi-language experience, disable the Manual Toggle when Auto-Toggle is active.

This prevents user overrides that could disrupt the automatic language detection process." Option C correctly explains the recommendation to disable the Manual Toggle to prevent conflicts.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.8: Multi-Language Support.

WalkMe Editor User Guide, "Multi-Language Configuration" Section.

Course: *Advancing Your Skills in Building WalkMe Solutions*, Module 11: Managing Multi-Language Content.

## **NEW QUESTION: 9**

Which is the most preferred Unique User ID setting and the one you should explore first for UUID setup?

A. WalkMe ID

B. Cookie

C. Variable

D. jQuery

**Answer: (SHOW ANSWER)**

The Unique User ID (UUID) in WalkMe is used to track individual users for analytics and personalization.

The most preferred setting to explore first is a Variable, as it allows Builders to leverage an existing user identifier from the application (e.g., a user ID stored in a JavaScript variable), ensuring accurate and reliable user tracking. Variables are typically provided by the application's authentication system and are more robust than other methods, which may be less consistent or require additional configuration.

The other options are less preferred:

\* WalkMe ID(A) is a fallback generated by WalkMe but may not align with the application's user data.

\* Cookie(B) can be unreliable due to browser restrictions or clearing of cookies.

\* jQuery(D) is not a standard method for UUID setup; it's used for element selection, not user identification.

Extract from Official WalkMe Documentation:

Per the WalkMe Admin Center User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section

2.10: User Identification):

"For UUID setup, the Variable method is the most preferred, as it uses an application-provided user identifier (e.g., a JavaScript variable) for accurate tracking. Explore this option first before fallback methods like WalkMe ID or cookies." The course *Advancing Your Skills in Building WalkMe Solutions* explains:

"Start with the Variable setting for UUID configuration, as it integrates with the application's user data, providing the most reliable and consistent user tracking for Insights analytics." Option C, Variable, is the most preferred UUID setting.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.10: User Identification.

WalkMe Admin Center User Guide, "UUID Configuration" Section.

Course: *Advancing Your Skills in Building WalkMe Solutions*, Module 16: User Tracking and Analytics Setup.

### **NEW QUESTION: 10**

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

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

**Answer: (SHOW ANSWER)**

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: 11**

You have been given a project where end users are inputting incorrect information on a form, and the company wants to add some WalkMe content to help people complete the form correctly to improve data integrity. Which of the following solutions would you suggest FIRST?

- A.** Create Guidance or Validation SmartTips
- B.** Onboarding Task to encourage users to complete the form
- C.** Create a Smart Walk-Thru to guide users through the process
- D.** Add a Resource to the Menu that provides additional details

**Answer: (SHOW ANSWER)**

To address incorrect form inputs and improve data integrity, Guidance or Validation SmartTips are the most direct and effective solution to suggest first. Guidance SmartTips provide on-screen instructions for each field, while Validation SmartTips check user inputs against predefined rules (e.g., format, required fields) and display error messages if incorrect. This approach targets the root issue-user errors in specific fields-and provides real-time feedback to ensure accurate data entry.

The other options are less immediate:

\* Onboarding Task(B) is better for guiding users through a multi-step process, not form-specific errors.

\* Smart Walk-Thru(C) is useful for complex processes but may be overkill for a single form.

\* Resource in the Menu(D) requires users to seek help proactively, which is less effective than in-context guidance.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.5: SmartTips):

"For forms with frequent user errors, Guidance SmartTips offer field-specific instructions, and Validation SmartTips enforce correct inputs, improving data integrity directly at the point of entry."

The course Getting Started with Building WalkMe Solutions advises:

"Start with SmartTips for form-related issues, using Guidance to clarify field requirements and Validation to catch errors, as they provide targeted, real-time support." Option A, Guidance or Validation SmartTips, is the first solution to suggest.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.5: SmartTips.

WalkMe Editor User Guide, "SmartTips for Forms" Section.

Course: Getting Started with Building WalkMe Solutions, Module 7: Addressing Form Errors.

### **NEW QUESTION: 12**

You want to create a page view Tracked Event in Insights to monitor traffic to a very specific site domain.

Which method will you use to record the event?

- A. Deploy Method
- B. Capture Method
- C. Selection Method
- D. Custom Method

**Answer: (SHOW ANSWER)**

WalkMe Insights allows Builders to create Tracked Events to monitor specific user interactions or page views. For a page view event tied to a specific site domain, the Custom Method is used, as it enables the creation of a rule-based event that triggers when a defined condition, such as a URL matching a specific domain, is met. The Custom Method supports flexible rule configurations (e.g., "Current URL contains [domain]") to precisely track page views on targeted domains.

The other options are incorrect:

- \* Deploy Method (A) is not a standard WalkMe term for Tracked Events; it may refer to deployment processes.
- \* Capture Method (B) typically involves recording user interactions with elements, not page views.
- \* Selection Method (C) is used for selecting elements on a page, not defining page view events.

Extract from Official WalkMe Documentation:

Per the WalkMe Insights User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 3.4:

Tracked Events):

"To monitor page views for a specific domain, use the Custom Method to create a Tracked Event in Insights.

Define a rule, such as 'Current URL contains [domain],' to capture page view data accurately."

The course Advancing Your Skills in Building WalkMe Solutions explains:

"For tracking traffic to a specific site domain, configure a Tracked Event using the Custom Method. This allows you to set URL-based rules to monitor page views with precision." Option D, the Custom Method, is the correct choice for recording a page view event for a specific domain.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 3.4: Tracked Events.

WalkMe Insights User Guide, "Creating Tracked Events" Section.

Course: Advancing Your Skills in Building WalkMe Solutions, Module 14: Configuring Tracked Events.

### **NEW QUESTION: 13**

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 effective a Smart Walk-Thru is with helping users complete a process or action on the site.
- C.** Goals log when the Smart Walk-Thru was initiated by another type of WalkMe content (like a Launcher).
- D.** Goals track how many users see the last balloon in a Smart Walk-Thru.

**Answer: (SHOW ANSWER)**

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: 14**

Which of the following options would be appropriate to create a Segment in the Segmentation center? Note:

There are 3 correct answers to this question.

- A. IP Address
- B. Autoplay on 1 page
- C. Department
- D. Geographic location
- E. User Role

**Answer: (SHOW ANSWER)**

The WalkMe Segmentation Center allows Builders to create Segments to target content to specific user groups based on attributes. Appropriate options include:

- \* Department(C): Segments can target users based on their department (e.g., Sales, Finance).
- \* Geographic location(D): Segments can use location data to tailor content by region or country.
- \* User Role(E): Segments can target roles (e.g., Admin, User) for role-specific guidance.

The other options are incorrect:

- \* IP Address(A) is not a standard segmentation attribute in WalkMe.
- \* Autoplay on 1 page(B) is a content trigger, not a user segment.

Extract from Official WalkMe Documentation:

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

"Segments in the Segmentation Center can be based on attributes like Department, Geographic Location, and User Role, enabling targeted content delivery." The course Getting Started with Building WalkMe Solutions states:

"Create Segments using criteria like Department, Location, or Role to ensure content is relevant to specific user groups." Options C, D, and E are appropriate for Segments.

References:

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

WalkMe Admin Center User Guide, "Creating Segments" Section.

Course: Getting Started with Building WalkMe Solutions, Module 13: Segmentation Basics.

**NEW QUESTION: 15**

You're getting ready to plan your next build. What data/section in Insights can you use to help you Capacitor determine which content your end users may need you to build next?

- A. What Users Are Searching For
- B. Total Menu Opens
- C. Text and Multilanguage
- D. Activity Log

**Answer: (SHOW ANSWER)**

The WalkMe Insights platform is designed to provide actionable data to optimize digital adoption by identifying user behavior and content needs. The "What Users Are Searching For" section in Insights specifically tracks search terms entered by end users in the WalkMe Menu, revealing what content or guidance they are seeking. This data is critical for planning future builds because it highlights gaps in existing content or areas where users need additional support. For example, if many users search for "profile settings" but find no relevant content, this indicates a need to build guidance for that process.

In the context of the question, "What Users Are Searching For" directly informs the WalkMe Builder about user pain points and content demands, unlike the other options:

- \* Total Menu Openonly shows how often the WalkMe Menu is accessed, not what users are looking for.
- \* Activity Logprovides a record of user interactions with WalkMe content but doesn't specifically highlight search behavior or content needs.
- \* Text and Multilanguagerelates to content localization settings, not user behavior or content planning.

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 'What Users Are Searching For' report in Insights displays the search terms entered by end-users in the WalkMe Menu, along with metrics such as the percentage of searches resulting in no action. This report helps Builders identify content gaps and prioritize new builds based on user demand." Additionally, the courseAdvancing Your Skills in Building WalkMe

Solutionsemphasizes:

"Leveraging Insights data, particularly the 'What Users Are Searching For' section, enables Builders to align content creation with user needs, ensuring proactive digital adoption support." This confirms that option C is the correct choice, as it directly correlates with determining future content needs based on user search behavior.

References:

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

WalkMe Insights User Guide, "What Users Are Searching For" Report.

Course:Advancing Your Skills in Building WalkMe Solutions, Module 4: Using Insights forContent Planning.

**NEW QUESTION: 16**

Why is it recommended to disable the multi-language Manual Toggle when using the multi-language Auto- Toggle?

- A. To ensure that the Manual Toggle is only available for administrators
- B. To prevent conflicts where the user's Manual Toggle choice overrides the Auto-Toggle settings
- C. Because Manual Toggle consumes more resources than Auto-Toggle
- D. Because the Manual Toggle and Auto-Toggle can cause the page to refresh unexpectedly

Answer: ([SHOW ANSWER](#))

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### NEW QUESTION: 17

You have just created a few new pieces of content. Now, you are ready to view how they work together and see how they will look from the end user experience before you publish. Which feature will be best to do this?

- A. Play multiple items
- B. Preview
- C. Play
- D. Publish Settings

Answer: **B** ([LEAVE A REPLY](#))

The Preview feature in the WalkMe Editor allows Builders to simulate the end-user experience for multiple pieces of content before publishing. It shows how content (e.g., Smart Walk-Thrus, SmartTips, ShoutOuts) appears and interacts on the page, ensuring they work together seamlessly and look as intended from the user's perspective.

The other options are incorrect:

- \* Play multiple items(A) is not a standard WalkMe feature.
- \* Play(C) typically refers to testing a single Smart Walk-Thru, not multiple content types.
- \* Publish Settings(D) configure deployment options, not preview functionality.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.4:

Quality Assurance):

"The Preview feature enables Builders to test multiple pieces of content together, simulating the end-user experience to verify appearance and interactions before publishing." The course Getting Started with Building WalkMe Solution explains:

"Use Preview in the Editor to see how new content will look and function for end users, allowing you to test combinations of content without publishing." Option B, Preview, is the best feature for this purpose.

References:

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

WalkMe Editor User Guide, "Previewing Content" Section.

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

**NEW QUESTION: 18**

What is the primary purpose of Digital Adoption?

- A. To eliminate the need for employee training on new software
- B. To increase the number of applications used in an organization
- C. To reduce IT support teams by automating all processes
- D. To ensure employees and customers use digital platforms and capabilities effectively

**Answer: (SHOW ANSWER)**

The primary purpose of Digital Adoption is to ensure employees and customers use digital platforms and capabilities effectively, maximizing the value of software investments. Digital Adoption Platforms (DAPs) like WalkMe achieve this through guidance, analytics, and automation, helping users navigate and master digital tools to achieve business outcomes.

The other options are incorrect:

- \* Eliminating training (A) is not realistic; DAPs support training, not replace it.
- \* Increasing applications (B) is not the goal; it's about effective use of existing tools.
- \* Reducing IT support teams (C) is a secondary benefit, not the primary purpose.

Extract from Official WalkMe Documentation:

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

"Digital Adoption aims to ensure that employees and customers effectively utilize digital platforms, enhancing productivity and user satisfaction through tools like DAPs." The course WalkMe Fundamentals states:

"The core purpose of Digital Adoption is to enable effective use of digital tools by employees and customers, driving efficiency and value." Option D is the primary purpose of Digital Adoption.

References:

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

WalkMe Overview Guide, "Digital Adoption Defined" Section.

Course: WalkMe Fundamentals, Module 1: Understanding Digital Adoption.

**NEW QUESTION: 19**

Which steps would you take to publish items to Production that you add to the user-facing Menu in the Menu Organizer?

- A. Adding items to the user-facing Menu are automatically published to Production.
- B. Changing the name of an added item in the Menu Organizer publishes it to Production.
- C. Manually publishing the item to Production after adding it to the Menu Organizer and saving it.
- D. Adding an item to the user-facing Menu and clicking Save automatically publishes it to Production.

**Answer: (SHOW ANSWER)**

In WalkMe, adding items to the user-facing Menu via the Menu Organizer does not automatically publish them to Production. After adding and saving items in the Menu Organizer, Builders must manually publish the changes to the Production environment using the WalkMe Editor's publish feature. This ensures that only reviewed and tested content is deployed, maintaining control over what end users see.

The other options are incorrect:

- \* Option A is wrong because adding items requires manual publishing.
- \* Option B is incorrect, as renaming doesn't trigger publishing.
- \* Option D is false, as saving in the Menu Organizer doesn't publish to Production.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.5: WalkMe Menu):

"After adding items to the Menu Organizer and saving changes, manually publish the updated Menu to Production using the Editor's publish feature to make it available to end users." The course *Getting Started with Building WalkMe Solutions* states:

"To deploy Menu changes, add and save items in the Menu Organizer, then manually publish them to Production to ensure controlled deployment." Option C correctly describes the publishing process.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.5: WalkMe Menu.

WalkMe Editor User Guide, "Publishing Menu Changes" Section.

Course: *Getting Started with Building WalkMe Solutions*, Module 4: Managing the WalkMe Menu.

### **NEW QUESTION: 20**

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: (SHOW ANSWER)**

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: 21**

You're having trouble with a Smart Walk-Thru. Many users are activating this Smart Walk-Thru from the Menu when they are halfway through the process, and the flow begins from the first step every time. What is this Smart Walk-Thru missing?

- A.** Splits
- B.** Wait For Conditions
- C.** Start Points
- D.** A Goal

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

The issue is that users starting the Smart Walk-Thru mid-process are forced to begin at the first step, indicating a lack of Start Points. Start Points define multiple entry points for a Smart Walk-Thru, allowing it to begin at different steps based on the user's current page or context (e.g., a mid-process page). Adding Start Points for relevant pages or elements ensures the Smart Walk-Thru starts at the appropriate step, improving the user experience.

The other options are incorrect:

- \* Splits(A) handle alternate paths, not entry points.
- \* Wait For Conditions(B) pause steps, not control starting points.
- \* A Goal(D) tracks completion but doesn't affect where the flow starts.

Extract from Official WalkMe Documentation:

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

Smart Walk-Thrus):

"Start Points allow Smart Walk-Thrus to begin at different steps based on user context, such as their current page, preventing users from restarting at the first step." The course *Getting Started with Building WalkMe Solutions* advises:

"If users starting a Smart Walk-Thru mid-process are sent to the first step, add Start Points to enable context-aware entry at relevant steps." Option C, Start Points, is the missing component.

References:

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

WalkMe Editor User Guide, "Configuring Start Points" Section.

Course: *Getting Started with Building WalkMe Solutions*, Module 6: Smart Walk-Thru Troubleshooting.

## **NEW QUESTION: 22**

Which is the syntax that you type into the developer console to check your jQuery selectors using WalkMe?

- A. WMjquery InsertSelectorHere
- B. walkmejQuery("InsertSelectorHere")
- C. jQuery("InsertSelectorHere")
- D. wmjQuery("InsertSelectorHere")

**Answer: (SHOW ANSWER)**

WalkMe provides a custom jQuery wrapper, `wmjQuery`, to test and validate jQuery selectors within the WalkMe environment. This wrapper ensures that selectors are evaluated in the context of WalkMe's framework, accounting for its specific DOM interactions and configurations. To check a jQuery selector, Builders type `wmjQuery("InsertSelectorHere")` into the browser's developer console, replacing `InsertSelectorHere` with the desired selector (e.g., `wmjQuery("#myButton")`). This returns the matched elements, confirming the selector's accuracy.

The other options are incorrect:

- \* `WMjquery InsertSelectorHere(A)` is not a valid syntax and lacks proper formatting.
- \* `walkmejQuery("InsertSelectorHere")(B)` uses incorrect capitalization and naming.
- \* `jQuery("InsertSelectorHere")(C)` uses standard jQuery, which may not account for WalkMe's specific environment.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.7:

jQuery Selectors):

"To test jQuery selectors in the WalkMe environment, use the `wmjQuery` function in the browser's developer console. Syntax: `wmjQuery("selector")`. This ensures compatibility with WalkMe's framework and accurate element targeting." The course *Advancing Your Skills in Building WalkMe Solutions* explains:

"When troubleshooting or validating jQuery selectors, always use `wmjQuery("selector")` in the developer console to ensure the selector works within WalkMe's context, as standard jQuery may produce inconsistent results." Option D, `wmjQuery("InsertSelectorHere")`, is the correct syntax.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.7: jQuery Selectors.

WalkMe Editor User Guide, "Testing jQuery Selectors" Section.

Course: Advancing Your Skills in Building WalkMe Solutions, Module 10: Advanced Selector Techniques.

### **NEW QUESTION: 23**

Which of the following types of WalkMe content can be added to the Menu? Note: There are 3 correct answers to this question.

- A. Smart Walk-Thrus
- B. SmartTips
- C. ShoutOuts
- D. Onboarding Tasks
- E. Resources

**Answer: (SHOW ANSWER)**

The WalkMe Menu is a user-facing interface that provides access to various types of WalkMe content. The content types that can be added to the Menu include:

- \* Smart Walk-Thrus(A): These guide users through processes and can be listed in the Menu for user-initiated access.
- \* Onboarding Tasks(D): These are sets of tasks (e.g., Smart Walk-Thrus or Resources) designed to guide users through onboarding, accessible via the Menu.
- \* Resources(E): These are links to external or internal help articles or pages, which can be included in the Menu.

The other options are incorrect:

- \* SmartTips(B) are tied to specific elements and appear contextually, not as Menu items.
- \* ShoutOuts(C) are announcements that appear on-screen and are not typically Menu-based content.

Extract from Official WalkMe Documentation:

According to the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.5: WalkMe Menu):

"The WalkMe Menu can include Smart Walk-Thrus, Onboarding Tasks, and Resources, allowing users to access guidance and help content directly." The course Getting Started with Building WalkMe Solutions states:

"Add Smart Walk-Thrus, Onboarding Tasks, and Resources to the WalkMe Menu to provide users with easy access to process guidance and support materials." Options A, D, and E are the correct content types for the Menu.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 1.5: WalkMe Menu.

WalkMe Editor User Guide, "Configuring the WalkMe Menu" Section.

Course: Getting Started with Building WalkMe Solutions, Module 4: Building the WalkMe Menu.

### NEW QUESTION: 24

What information does the Flow Tracker provide when testing Smart Walk-Thrus?

- A. A list of all HTML tags used in the webpage
- B. A summary of all JavaScript errors on the page
- C. Real-time feedback on step triggers and goals
- D. A detailed report of all CSS styles applied to the page

**Answer: (SHOW ANSWER)**

The Flow Tracker is a diagnostic tool in the WalkMe Editor used during the testing and debugging of Smart Walk-Thrus. It provides real-time feedback on how each step in a Smart Walk-Thru is performing, including whether step triggers (e.g., clicks, page loads, or conditions) are firing correctly and whether goals are being met. This allows Builders to identify and resolve issues, such as misconfigured triggers or unmet conditions, ensuring the Smart Walk-Thru functions as intended.

The other options are unrelated to the Flow Tracker's functionality:

\* A list of all HTML tags is not provided by Flow Tracker; this would require browser developer tools.

\* A summary of JavaScript errors is also outside the scope of Flow Tracker, which focuses on WalkMe-specific interactions.

\* A detailed report of CSS styles is irrelevant, as Flow Tracker does not analyze webpage styling.

Extract from Official WalkMe Documentation:

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

Smart Walk-Thrus):

"The Flow Tracker provides real-time diagnostics for Smart Walk-Thrus, displaying information about step triggers, conditions, and goal achievement. It helps Builders troubleshoot issues by showing which steps are executing correctly and where failures occur." The course *Advancing Your Skills in Building WalkMe Solutions* elaborates:

"When testing Smart Walk-Thrus, use the Flow Tracker to monitor step-by-step execution. It provides immediate feedback on triggers and goals, allowing you to refine the flow for optimal performance." Option C accurately describes the Flow Tracker's role in providing real-time feedback on step triggers and goals.

References:

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

WalkMe Editor User Guide, "Flow Tracker" Section.

Course: *Advancing Your Skills in Building WalkMe Solutions*, Module 6: Testing and Debugging Smart Walk-Thrus.

### NEW QUESTION: 25

How would you write a jQuery selector for the following HTML element: `<div class="button" id="blueBtn"`

`>Click Here</div>?`

- A. `div#button`
- B. `#blueBtn`
- C. `div#blueBtn`
- D. `div.blueBtn`

**Answer: (SHOW ANSWER)**

In jQuery, selectors are used to target HTML elements based on their tag, class, ID, or other attributes. The HTML element `<div class="button" id="blueBtn">Click Here</div>` has both an ID (`blueBtn`) and a class (`button`). The most specific and efficient selector is one that uses the ID, as IDs are unique within a webpage.

The syntax `div#blueBtn` targets a `<div>` element with the ID `blueBtn`, ensuring precision while also specifying the element type for clarity, which is a best practice in WalkMe for robust selector reliability.

The other options are incorrect or less optimal:

- \* Option A(`div#button`) incorrectly uses the class name as an ID.
- \* Option B(`#blueBtn`) is valid but less specific, as it doesn't confirm the element is a `<div>`.
- \* Option D(`div.blueBtn`) targets the class, which is less specific than the ID and could match multiple elements.

Extract from Official WalkMe Documentation:

Per the WalkMe Editor User Guide (SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.7:

jQuery Selectors):

"When writing jQuery selectors for WalkMe, prioritize specificity and reliability. For elements with unique IDs, use the format `tag#id` (e.g., `div#blueBtn`) to ensure accurate targeting while clarifying the element type." The course *Advancing Your Skills in Building WalkMe Solutions* states:

"For an HTML element like `<div id="blueBtn" class="button">`, the selector `div#blueBtn` is preferred in WalkMe, as it combines the unique ID with the tag name for maximum reliability."

Option C, `div#blueBtn`, is the correct jQuery selector.

References:

SAP WalkMe Digital Adoption Consultant Study Guide, Section 2.7: jQuery Selectors.

WalkMe Editor User Guide, "Writing jQuery Selectors" Section.

Course: *Advancing Your Skills in Building WalkMe Solutions*, Module 10: Advanced Selector Techniques.

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