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Latest Version: 7.2

Subjects

1. WalkMe Builder I
2. WalkMe Builder II
3. WalkMe Fundamentals

Topic: 1

WalkMe Builder I

Question: 1

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

Answer: B, C, D

WalkMe Builder I

Question: 2

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: A

WalkMe Builder I

Question: 3

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: A, D, E

WalkMe Builder I

Question: 4

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: B

WalkMe Builder I

Question: 5

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: A

WalkMe Builder I

Question: 6

A brokerage firm is interested in implementing WalkMe to address an issue their customers face when transferring money from their online accounts to their banks.

They have heard that users do not know where to go on the platform to complete this, but once they reach the appropriate page, they know how to fill out the forms correctly without errors.

Of the listed WalkMe apps, which would best address the issue?

- A. Resource to explain how to complete all parts of the process
- B. Shuttle to bring the user to the page
- C. SmartTips on the fields of the page
- D. ShoutOut to announce that this must be completed

Answer: B

WalkMe Builder I

Question: 7

You just created a SmartTip that is attached to a button. This button is only displayed on a popup modal window that will show up or disappear depending on how the user interacts with the page. When you publish the SmartTip to your site and are testing it, you notice that the SmartTip does not appear at all when opening the popup modal window and the SmartTip is supposed to appear every time the window is opened.

What is the first configuration you should check to fix this issue?

- A. Element Behavior Setting - Appears and Disappears as Result of User Action
- B. SmartTip Position
- C. Element Behavior Setting - Appears After Page Load and Stays Visible
- D. Lock to Element

Answer: A

WalkMe Builder I

Question: 8

Which two types of WalkMe content can make up an Onboarding Task?

- A. SmartTips and Launchers
- B. Smart Walk-Thrus and Resources
- C. Resources and Shuttles
- D. Smart Walk-Thrus and Shuttles

Answer: B

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