

SOLUTION BUILDER



Certified Digital Adoption Solution Builder

Learning Outcome

Learn the fundamentals for how to build an effective digital adoption solution

Program Overview

Certification Level: Intermediate

Time commitment: 20-40 hrs

Length: 4 Weeks

What's Included:

- 2 On-Demand Workshops
- 4 Live Remote Learning Labs (*recommended*)
 - Hands-on exercises
 - Q & A
- Advanced case studies
- Final Exam

Requirements

- Complete all self-paced courses
- Watch all On-Demand workshops
- Attend Learning Labs or watch them on-demand
- 80% + on Final Exam

Certification Details

- Certification is good for 3 years
- Certification Maintenance module required at 18 months

Cost : \$499

- Customer pricing available
- Partner pricing available
- Volume pricing available

Syllabus

● Pre-requisites

- ❑ WalkMe Orientation → Menu Organizer 101

● Unit 1 | Build I

Week 1

- ❑ Planning Intro → Rule Engine and Performance Optimization
- ❑ On-Demand Workshop 1
- ❑ Learning Lab 1/Case Studies

● Unit 2 | Build II

Week 2

- ❑ Building Best Practices → Troubleshooting 101
- ❑ On-Demand Workshop 2
- ❑ Learning Lab 2/Case Studies

● Unit 3 | Certification Exam

- ❑ Solution Builder Certification Exam

Solution Builder

On-Demand Workshops

1

Rule Engine

- Deep Dive into the Rule Engine
 - When to use it?
 - What is it?
 - Where do we use Rules?

2

Engagement

- Solution Strategies
- Identifying your Audience
- Entry Points To Your Content
- Knowing Your Users and Pulling It All Together
- Recap
- Engagement Exercises