

SOLUTION ENGINEER



Certified Digital Adoption Solution Engineer

Learning Outcome

Learn how to build and manage digital adoption solutions that achieve specific business goals

Program Overview

Certification Level: Advanced

Time commitment: 40–60 hrs

Length: 8 Weeks

What's Included:

- 6 On-Demand Workshops
- 8 Live Remote Learning Labs
(attendance required for 6 sessions)
 - Hands-on exercises
 - Q & A
- Advanced case studies
- Final Exam
- Final Project

Requirements

- Complete all self-paced courses
- Watch all On-Demand workshops
- Attend Learning Labs
- 80% + on Final Exam and Final Project

Certification Details

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

Cost : \$4,999

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

Syllabus

● Pre-requisites

- ❑ WalkMe Orientation → Menu Organizer 101

● Unit 1 | Plan

Week 1

- ❑ Planning Intro → Impact Scoping
- ❑ **On-Demand Workshop 1**
- ❑ **Learning Lab 1**

● Unit 2 | Build

Week 2

- ❑ Rule Engine Performance and Optimization → DAP Builder Exam
- ❑ **On-Demand Workshop 2**
- ❑ **Learning Lab 2**

Week 3

- ❑ Quality Assurance 101 → Troubleshooting 101
- ❑ **On-Demand Workshop 3**
- ❑ **Learning Lab 3**

Week 4

- ❑ Automation → Advanced jQuery
- ❑ **On-Demand Workshops 4**
- ❑ **Learning Lab 4**

● Unit 3 | Analyze

Week 5

- ❑ Engagement Analytics → Digital Experience Analytics 2: Troubleshooting Tracked Events and Funnels
- ❑ **On-Demand Workshop 5**
- ❑ **Learning Lab 5**
- ❑ **Solution Engineer Certification Exam**

● Unit 4 | Final Project

Weeks 6–8

- ❑ Build and Review your WalkMe Solutions → Review your WalkMe Solutions
- ❑ **On-Demand Workshop 6**
- ❑ **Learning Labs 6–8**
- ❑ **Turn in Final Project**

Complete Final Project with >80%

Solution Engineer

On-Demand Workshops

1.

Plan

- Discovery and Scoping Best Practices
- Project Management and Timeline Expectations

2.

Build Workshop I

- Design and Build Best Practices
- Rule Engine Performance
- Advanced Settings

3.

Build Workshop 2

- Testing Your Solution
- Identifying Issues

4.

Build Workshop 3

- Dive deep into jQuery Selectors

5.

Analyze Workshop

- Insights Overview and Review
- Engagement Tracking Best Practices
- Digital Experience Analytics: Tracked Events and Funnels

6.

Project Workshop

- Project Overview and Best Practices
- Q&A