

aws marketplace

WalkMe

Reviews, tips, and advice from real users



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Product Recap



WalkMe

WalkMe Recap

WalkMe is a top-ranked digital adoption platform provider that offers a codeless solution to organizations of all sizes to enhance the impact of their digital transformation strategy and increase user adoption. WalkMe also offers its services to enterprises, employees, customers, and products, assisting them in the transformation of user experience in the digital world. Through AI, analytics, guidance, and automation, as well as engagement, WalkMe helps users to complete tasks within different mobile applications, websites, and enterprise software.

Through their digital adoption platform, WalkMe allows organizations total visibility into the usage of applications and user behavior, to allowing them to improve digital adoption and increase results. Using the WalkMe digital console, organizations are able to create a data-driven experience and improve their strategies toward digital transformation.

WalkMe offers its users an integration center through which companies can use the digital adoption platform for different applications. Some of these include Salesforce, Segment, Amazon S3, Google Analytics, Slack, Gainsight, CVS, and Webhooks, and several others. The solutions that WalkMe provides for integrating with different software are categorized into four major sections and include guidance, (for creating walkthroughs for users for different platforms), engagement, (to notify users of different steps they should take), insights, (helping to improve different processes based on data), and automation, (helping system owners build automated processes with no coding).

WalkMe Features

As a digital adoption platform, WalkMe provides different features to help its clients achieve optimized performance for its users. Some of these features include:

- **Data features:** Providing its users with detailed insight for digital adoption, WalkMe offers various data- and visibility-related features. They include management dashboards, enhanced by AI, as well as AI-based data entry diagnostics, workflow analytics, and KPI management. The automatic reports from all of these functions provide insights for user behavior and assist companies to improve their services.
- **Action features:** WalkMe offers no-code solutions for building and designing across applications and workflows. Organizations don't have to seek the help of developers to assist them with problem-solving, as the build feature of WalkMe helps them act promptly without the need for any coding expertise or knowledge. Similarly, they can take advantage of the design feature, which, through a conversational interface, automation, tooltips, and screen guidance, can apply changes to the user interface.
- **Experience features:** The digital adoption platform offers various features to enhance the experience. They include personalization across workflows or devices for users;

integrations; omnichannel experience through the web, desktop, and mobile; ensuring intuitive access and application adaptation to different platforms; and a technology feature, leveraging machine learning and AI for identifying user behavior.

WalkMe Benefits

As a high-rated digital adoption platform, WalkMe offers its clients various benefits, through the solutions and features it offers. Some of the benefits of this platform include:

- Smart walk-throughs and tips for users to clarify processes and elements.
- Analytics platform for product usage insight.
- Self-help player menu for companies to organize resources easily.
- Digital adoption solutions for enterprises, employees, customers, and product adoption.
- Individualized offers for users, based on their needs and requirements.

Valuable Features

What users had to say about valuable features:

“The user interface was easy to work with and learn. Easy and smooth transition overall. The Walkme Solutions worked very well with our web based software..”

Verified user

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COO at a real estate/law firm with 51-200 employees

“The core functionality, creating the step by step walkthroughs, is fantastic. It's simple to learn and get started and I'm constantly finding new ways to implement it. The interface is intuitive and straightforward, almost deceptively simple considering the depth of the features..”

Verified user

[Read full review](#) 

Video Production Specialist at a tech vendor with 51-200 employees

“The builder is a good balance of being user friendly while offering advanced functionality. The ability to build very custom tutorials without needing major development resources is of great value. It also helps my team save time and therefore money when it comes to the customer journey..”

Verified user

[Read full review](#) 

Manager, Customer Success with 51-200 employees

“The ability to work across integrated systems and build the WalkThrus so that they can start from various steps in the process has been extremely beneficial for us. The other feature we've used quite a bit is the launchers. These have been a great way for us to connect policy and procedure answers with system navigational support. WalkMe has made important contributions toward our ability to offer our customers an integrated solution!..”

Verified user

[Read full review](#) 

HRO Training Programs Leader with 501-1,000 employees

“Auto-Played Walk Throughs

On-screen element actions

Segmentation

Setting Goals

Customization

Tutorials can be created, edited and updated in minutes — with no coding required.”

Verified user

Customer Success Manager at a tech vendor with 51-200 employees

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“The walk-thrus have been instrumental in our onboarding and support process. We have a very simple list of walk throughs the user can follow as they interact with our app for the first time. It's amazing to see how quickly our users get up and running compared to our old method of 1-on-1 training.

The launchers are also a great way to address common issues that pop up from time to time. It's nice not having to rely on our development team to add help buttons throughout the system.

We have also use the shoutouts to announce new updates, features, fixes, etc. and it has boosted our engagement tremendously. We found it beneficial to be communicating with our users in context, while they are actually in our app. Its much less of an interruption compared to an email. .”

Verified user

[Read full review](#) 

Founder & Facilitator at a think tank with 51-200 employees

Other Solutions Considered

“No, I did not use a previous automated solution. There weren't many options available in the market and WalkMe stood out as a unique solution that solved our problem..”

Verified user

Manager, Customer Success with 51-200 employees

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“After shopping around for solutions we settled on WalkMe for the ease of use and analytics that it provides. While we never used any of the other solutions available we are happy with our choice to go with the full featured WalkMe..”

Verified user

Video Production Specialist at a tech vendor with 51-200 employees

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“We were just using 1-on-1 training and support. WalkMe has made our training efforts much more scalable. Our user's ability to train and learn on their own has resulted in a much faster onboarding process and higher retention month after month. .”

Verified user

Founder & Facilitator at a think tank with 51-200 employees

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“We evaluated a couple of options, but WalkMe provided the functionality we were looking for along with in depth analytics and dedicated support so we can be as responsive to our clients as possible..”

Verified user

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Video Production Specialist at a tech vendor with 51-200 employees

“We really didn't find many alternatives. At the time we were considering a few learning management systems. Once we found WalkMe we were confident that it was the right fit. .”

Verified user

[Read full review](#) 

Founder & Facilitator at a think tank with 51-200 employees

“Before choosing walkme we evaluated several other options. However walkme was the best solution for our type of product. It matched our solutions better than the others.

Here are some other options that we considered:

TourMy App – multilingual and customizable

Taurus – offers a nice drag-and-drop interface for tooltips, but no demos are available

Intercom – for online on-boarding through chat – but we ended up using it for other purposes

Verified user

Customer Success Manager at a tech vendor with 51-200 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“Our return on this investment with walkme is enhanced user interface, and saved time for our service teams. Overall this tool has saved time and sanity. .”

Verified user

Innovative Learning Coach with 51-200 employees

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“Our ROI is quite satisfactory. I'm not sure what else I'm supposed to write here and it tells me I have to write 120 characters before it will let me post this review. So I'll repeat. We are happy with our ROI..”

Verified user

Video Production Specialist at a tech vendor with 51-200 employees

[Read full review](#) 

“In the past 4 months, we have not had enough data to calculate an ROI. Our main measure of success has been the conversion rate of our touch-less conversions as well as our overall churn rate; both have improved..”

Verified user

Director of Customer Success with 51-200 employees

[Read full review](#) 

“Increase Usage

Increase number of users

Driving traffic on the platform

Create challenges

Drive proposals

Improve Product engagement

Increase Product collaboration.”

Verified user

Customer Success Manager at a tech vendor with 51-200 employees

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Complex in the need for technical savvy and time to set up. The time needed to get started was far beyond what the sales team described in the sales process..”

Verified user

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HRO Training Programs Leader with 501-1,000 employees

“The basic functionality is easy to grasp but building what I needed required more advanced knowledge of WalkMe and took more time and resources than expected..”

Verified user

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Manager, Customer Success with 51-200 employees

“Initial set up was extremely simple, just downloaded the plugin and started poking buttons. I was able to build my first walk through within the first hour without any training..”

Verified user

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Video Production Specialist at a tech vendor with 51-200 employees

“The initial setup was pretty straightforward, because the most complex part was done by the WM CSM. We received a step-by-step guidance and recommendations on how to get started and how to build the walkthus. .”

Verified user

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Customer Success Manager at a tech vendor with 51-200 employees

“It really just depends on your app and the way it is built. WalkMe is very customizable, so there is a learning curve. But once you learn how it interacts with your app it is really easy to use. .”

Verified user

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Founder & Facilitator at a think tank with 51-200 employees

“Since our situation is a little unique there were issues in the beginning with initial set up. But with help from internal programming and WalkMe's programming we were able to find the best solution and roll it out quickly. .”

Verified user

Innovative Learning Coach with 51-200 employees

[Read full review](#) 

Customer Service and Support

Customer Service:

Excellent. Julian has been very forth coming with information and more than willing to help.

Technical Support:

NA – haven't had a need..”

Verified user

SFDC Solutions Architect at a pharma/biotech company with 1,001-5,000 employees

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Customer Service:

Very high. The WalkMe team has acted as partners to us throughout the process.

Technical Support:

Very high. The technical team has been available to us as needed. I just hope some of the things we've had to ask them for help with will be improved so that customers can do them on their own (like the jquery issue)..”

Verified user

HRO Training Programs Leader with 501-1,000 employees

[Read full review](#) 

Customer Service:

The level of customer service is excellent. The team is responsive, keeps a personal relationship, and offers a lot of help and advise as we go. They also communicate major changes and updates as they happen.

Technical Support:

Technical support has been great so far, very responsive and thorough. They have great documentation and use their own product to teach customers how to use it (meta!)..”

Verified user

Manager, Customer Success with 51-200 employees

[Read full review](#) 

Customer Service:

from 0 to 10, I will give 9, just leaving a small room for improvement. But in general, Customer Service was extremely professional, fast and collaborative.

Technical Support:

Haven't have many reasons to bother technical support because WalkMe has an automated /self-service solutions that users can access themselves without the aid of the Help Desk. These include automated password resets, Web sites for requesting ITIL support, and very well-done knowledge base lookup. .”

Verified user

Customer Success Manager at a tech vendor with 51-200 employees

[Read full review](#) 

Customer Service:

The customer service is amazing. The CSMs are knowledgeable and always available to help find better ways to use the tool. I believe the CSMs really make the product. Without their time and effort the tool would be way too difficult to deploy. I use WalkMe as an example all the time when working with our customer support staff. They really do a tremendous job.

Technical Support:

Tech support is awesome. Always quick to respond, even when it requires that a developer take a look at our setup. .”

Verified user

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Founder & Facilitator at a think tank with 51-200 employees

Customer Service:

Does this go to 11? It's rare to encounter customer service that is as responsive and helpful as the folks at WalkMe. I've never had to wait more than an hour before getting a response to a question. I've had some dumb questions and they've always been helpful, courteous, patient, and knowledgeable. I've been really impressed by their willingness to hop on and do some work on their end to solve even the smallest issue I might be having.

Technical Support:

I've never had an issue that they weren't able to decipher and find a way to make it work. As is often the case in software I've tried to use functions to accomplish things they weren't originally designed to accomplish. Even in those cases the WalkMe team has been happy to jump in and help me make it work..”

Verified user

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Video Production Specialist at a tech vendor with 51-200 employees

Other Advice

“If you have a lot of steps to on-board your users and have a web product that is fairly complex to grasp, I highly recommend WalkMe. The service is exceptional and the software itself is slick..”

Verified user

Manager, Customer Success with 51-200 employees

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“I do not have any other comments, the previous statements sum it up pretty well. Overall, WalkMe has helped support our customers and get the doing the things they should be doing in our app..”

Verified user

Director of Customer Success with 51-200 employees

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“Overall, WalkMe exceeded our expectations. WalkMe had a significant impact on our ability to launch new versions, retrain more than 10,000 users, identify the areas that needed work in our system, and quickly provide a better product to our customers. I now feel very confident in my ability to use the tool and capture a major ROI for our company..”

Verified user

Founder & Facilitator at a think tank with 51-200 employees

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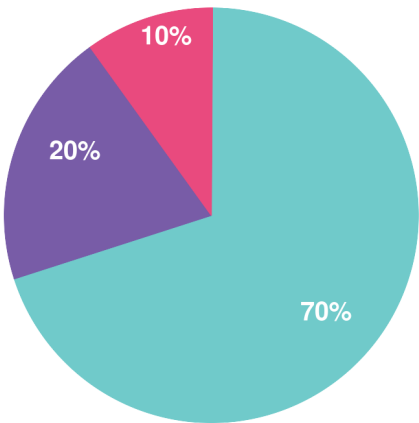
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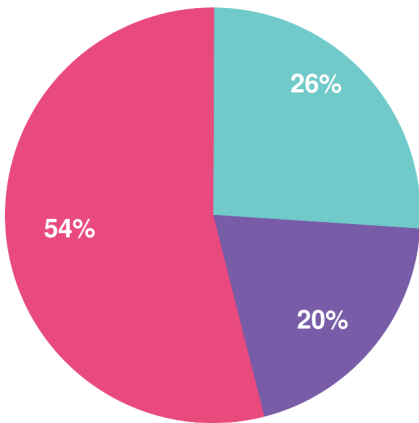


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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