Valuable customer experiences start with data

Understand adoption trends and be empowered to make data-driven decisions to improve your digital customer strategy, with WalkMe.

With WalkMe, leverage data to analyze, plan, and optimize your customers' digital experiences across your product offerings. Gain visibility into the customer journey across your products, analyze feedback, and continuously strategize your customers success based on product engagement and experiences. Be empowered to make data-driven decisions that improve your customer experiences, leading to long-lasting satisfaction, engagement, and retention of your customers.

With WalkMe, make data-driven decisions for long lasting change and improve your customers day-to-day experience with any product.

Digital Adoption Projects Dashboards

With WalkMe's Digital Adoption Projects Dashboard, you can define, track, and measure KPIs as they relate to your digital transformation and business goals - from product usage through feature adoption. Measure adoption and track KPIs of new features being rolled out to your customers, all in one place.
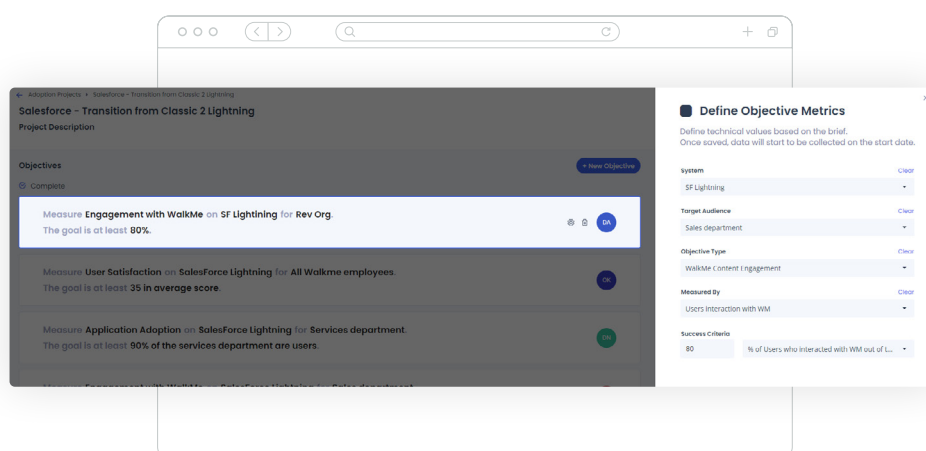

WalkMe Engagement Analytics

With WalkMe Engagement Analytics, you can understand how your customers engage with your WalkMe content to ensure you are providing them with the ultimate end-user experience. This data will provide you with insight into customer satisfaction, onboarding experiences, customer journeys, and more. Make decisions based on this data to continue improving your customers' experience with any product.
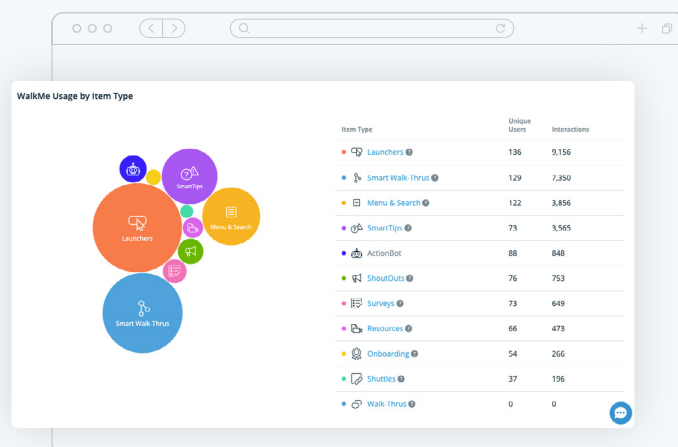
Digital Experience Analytics

Digital Experience Analytics tracks customer engagement with your product or website. Use this data to analyze user journeys across applications and understand adoption trends of capabilities. Gain visibility into where customers are dropping off in a process, which features or strategic capabilities are not being adopted, and general customer behavior across digital journeys. Then, take action to improve with WalkMe.
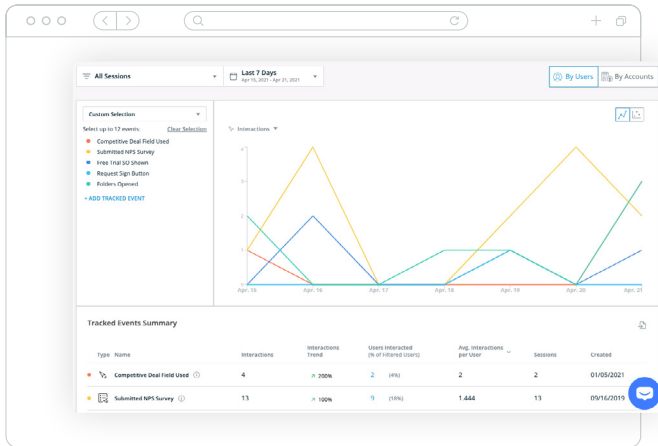
Session Playbacks

With Session Playbacks, you can view a video-like re-creation of a customer's journey. Analyze every click, scroll, input, engagement with WalkMe, and any other action on your products within these sessions. You will now truly understand the user experience and get a glimpse into why customers drop in a process, so that you can address it with WalkMe.
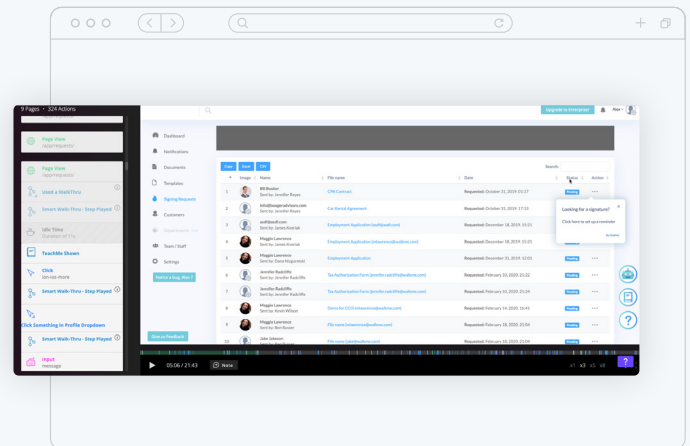

Session Streams

With Session Streams, you gain a real-time view into your customers journeys in the exact sequence it occurred on an application. Streamline customer support with instant access to a list of all WalkMe events and user interactions with your application. Understand the actions taken by your customers to address points of friction, increase process completion rates, and ultimately provide a better experience for your customers.
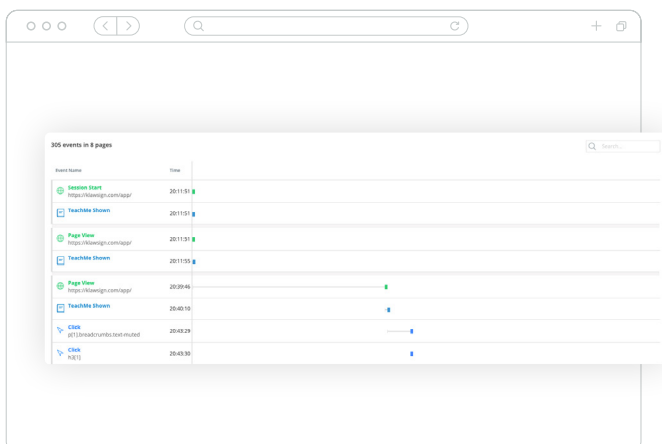
Integration Center

WalkMe's Integration Center enables you to sync your WalkMe data with your internal business applications and BI platforms.

- Use incoming integrations to send data from internal platforms to WalkMe in order to personalize the customer experience

- Use outgoing integrations to send WalkMe data to internal platforms in order to gain increased visibility into your customer experiences, on your existing applications
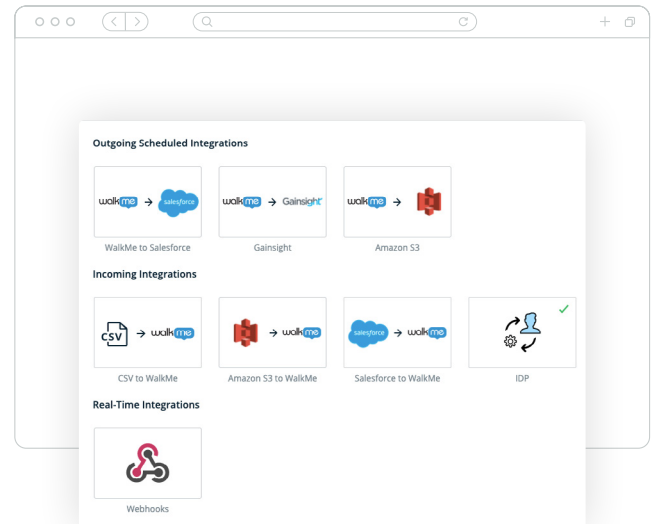
Connect WalkMe with your internal applications and BI platforms to provide the ultimate user experience and gain maximum visibility into your customer journeys.

About WalkMe

WalkMe's cloud-based Digital Adoption Platform enables organizations to measure, drive, and act to ultimately accelerate their digital transformations and better realize the value of their software investments. Our code-free platform leverages our proprietary technology to provide visibility to an organization's CIO and business leaders, while improving user experience, productivity and efficiency for employees and customers. For more information, please visit our website at: www.walkme.com

WalkMe is successfully deployed on: