

WalkMe Digital Adoption

DECEMBER 2023 BUILD

WalkMe is a new tool to help eligibility workers learn and adapt to changes within CBMS. WalkMe facilitates real time training so that workers can continue their work while getting the information they need to succeed.



Shout Outs

- 01 Announces **important messages** and updates on specific CBMS pages and screens
- Pregnancy Screen EBD



Walk Thrus

- 02 Guides users **step by step** through business processes using interactive callouts
- Add a Pregnancy
 - Edit a Pregnancy
 - SNAP WrapUp



Smart Tips

- 03 Displays **tool tips** to help users input correct information or select the right option



Surveys

- 04 Collect **feedback** from users and track the data to make informed decisions

