

WalkMe Digital Adoption

APRIL 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

- Member's Screen Toggle
- Member Screen PEAK Inbox Related List
- Pending Alert Screen - Offline
- EDBC Run Fails Related List
- Related Lists with Select All Checkbox



Walk Thrus

02 Guides users **step by step** through business processes using interactive callouts

- Burial Queue
- Edit/Start RRR
- Scheduling Interview



Smart Tips

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

- County Dashboard
- Summary Info
- Home Page Recent Cases
- CW/AF/LTC Dashboard
- Adult Financial Med-9
- Global Search



Surveys

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

- Survey on Satisfaction with the II Queue Flow

