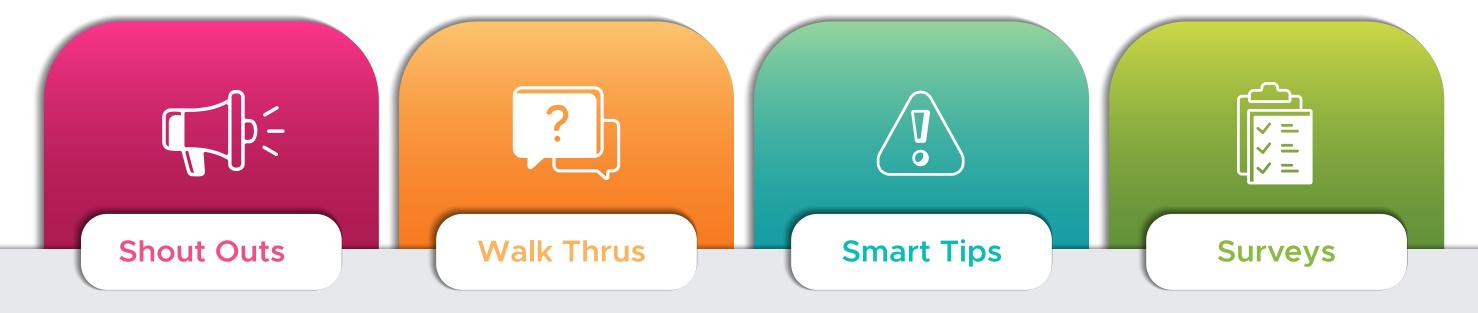
## WalkMe Digital Adoption

## **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.



- O1 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

- Guides users **step by step** through business
  processes using
  interactive callouts
  - Burial Queue
  - Edit/Start RRR
  - Scheduling Interview

- O3 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

- O4 Collect **feedback** from users and track the data to make informed decisions
  - Survey on Satisfaction with the II Queue Flow

