



WalkMe Announces New Generative AI Capabilities in Spring Product Release

May 20, 2024

New innovations serve as a preview to broader upcoming GenAI offering

SAN FRANCISCO, May 20, 2024 (GLOBE NEWSWIRE) -- [WalkMe Ltd.](#) (NASDAQ: WKME), a leading provider of digital adoption solutions for effectively navigating technology change, today announced the launch of new generative AI (GenAI) capabilities as part of its spring '24 product release. These innovations, including AI Answers and AI SmartTips, are the first components of a broader GenAI offering WalkMe will reveal at their annual flagship event, [Realize](#), on June 18. These new capabilities highlight the company's commitment to enhancing user productivity and improving data quality across enterprise systems while making GenAI easy to use for anyone.

AI Answers introduces a new level of conversational search that allows users to pose questions in natural language and receive clear, human-like responses, transforming how information is accessed across business environments. This capability is designed to integrate seamlessly with company-approved sources, providing accurate and compliant information to one team, the entire company, or customers.

AI SmartTips is set to redefine data entry for open-text fields found in processes such as performance reviews, IT tickets, and CRM forms. By guiding users with real-time input validations, AI SmartTips ensures that data entries are not only compliant, but also of high quality, eliminating common issues like inadequate or incompatible inputs. This new feature further enables WalkMe customers to avoid the high price of low quality data, including bottlenecked operations, derailed business strategies, and unnecessary risk.

"We are excited to unveil these new AI capabilities that empower our end-users to be more productive, with technology that meets them where they are in the flow of work," said **Adriel Sanchez, Chief Marketing Officer of WalkMe**. "Cumbersome and disjointed user experiences, human readiness, and lack of visibility into how people are actually using GenAI applications are standing in the way of successful generative AI transformation. AI Answers and AI SmartTips are just two components of a much broader GenAI offering we will release at our annual flagship event in June to solve these problems for our customers."

Alongside these AI advancements, the spring '24 product release also brings enhancements to [WalkMe's Workflow solutions](#). Whether managing sales, HR, or any other function's processes, business leaders can easily request, track, and manage digital adoption initiatives for workflows essential to their team's success. With real-time analytics and customizable dashboards, they can stay ahead of challenges and ensure operational excellence.

[Flow Analytics](#) will help visualize and optimize user journeys to help customers better identify friction points on workflows that span multiple applications. Customers can effortlessly map user flows across even the most complex enterprise tech stack. Simplified and more powerful filtering allows for even better customization to deliver truly excellent user experiences and insights.

WalkMe is also introducing a new Partner Hub for third-party digital adoption collaborations, enhanced [ActionBots](#), and more granular content access controls. This is another example of the Company's human-centric approach to innovation, prioritizing usability across all features.

These new capabilities will be available to customers starting May 21, 2024, and the full scope of our GenAI offering will be showcased virtually at Realize on June 18, 2024.

Join us at Realize for a front row seat as WalkMe unveils an innovative new offering designed to help businesses realize the full potential of GenAI by making it proactive, accessible, and actionable for every user.

[Tune in to Realize '24 for more!](#)

Additional Resources:

Visit the [WalkMe Website](#)

Read the [WalkMe Blog](#)

About WalkMe

WalkMe (WKME) pioneered the world's leading Digital Adoption Platform (DAP) so companies can effectively navigate the constant change brought on by technology. With WalkMe, organizations drive enterprise productivity and reduce risk by ensuring consistent, responsible, and efficient adoption of software and the workflows it powers. Our AI-driven platform sits on top of an organization's tech stack, identifies where people experience friction, and delivers the personalized guidance and automation needed to get the job done, right in the flow of work. Customers like IBM, Nestle, ThermoFisher Scientific, and the U.S. Dept. of Defense trust WalkMe to create the people-centric experiences required to boost the effectiveness of their workflows and maximize software ROI. www.walkme.com

Special Note Regarding Forward-Looking Statements:

This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. We intend such forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in Section 27A of the Securities Act of 1933, as amended and Section 21E of the Securities Exchange Act of 1934, as amended. All statements contained in this press release other than

statements of historical fact are forward-looking statements. The words “believe,” “may,” “will,” “estimate,” “potential,” “continue,” “anticipate,” “intend,” “expect,” “could,” “would,” “project,” “plan,” “target,” and similar expressions are intended to identify forward-looking statements, though not all forward-looking statements use these words or expressions. These forward-looking statements are subject to risks, uncertainties and assumptions, some of which are beyond our control. In addition, these forward-looking statements reflect our current views with respect to future events and are not a guarantee of future performance. Actual outcomes may differ materially from the information contained in the forward-looking statements as a result of a number of factors, including, without limitation, the following: our ability to manage our growth effectively, sustain our historical growth rate in the future or achieve or maintain profitability; the impact of the COVID-19 pandemic or adverse macro-economic changes on our business, financial condition and results of operations; the growth and expansion of the markets for our offerings and our ability to adapt and respond effectively to evolving market conditions; our estimates of, and future expectations regarding, our market opportunity; our ability to keep pace with technological and competitive developments and develop or otherwise introduce new products and solutions and enhancements to our existing offerings; our ability to maintain the interoperability of our offerings across devices, operating systems and third-party applications and to maintain and expand our relationships with third-party technology partners; the effects of increased competition in our target markets and our ability to compete effectively; our ability to attract and retain new customers and to expand within our existing customer base; the success of our sales and marketing operations, including our ability to realize efficiencies and reduce customer acquisition costs; the percentage of our remaining performance obligations that we expect to recognize as revenue; our ability to meet the service-level commitments under our customer agreements and the effects on our business if we are unable to do so; our relationships with, and dependence on, various third-party service providers; our dependence on our management team and other key employees; our ability to maintain and enhance awareness of our brand; our ability to offer high quality customer support; our ability to effectively develop and expand our marketing and sales capabilities; our ability to maintain the sales prices of our offerings and the effects of pricing fluctuations; the sustainability of, and fluctuations in, our gross margin; risks related to our international operations and our ability to expand our international business operations; the effects of currency exchange rate fluctuations on our results of operations; challenges and risks related to our sales to government entities; our ability to consummate acquisitions at our historical rate and at acceptable prices, to enter into other strategic transactions and relationships, and to manage the risks related to these transactions and arrangements; our ability to protect our proprietary technology, or to obtain, maintain, protect and enforce sufficiently broad intellectual property rights therein; our ability to maintain the security and availability of our platform, products and solutions; our ability to comply with current and future legislation and governmental regulations to which we are subject or may become subject in the future; changes in applicable tax law, the stability of effective tax rates and adverse outcomes resulting from examination of our income or other tax returns; risks related to political, economic and security conditions in Israel; the effects of unfavorable conditions in our industry or the global economy or reductions in information technology spending; factors that may affect the future trading prices of our ordinary shares; and other risk factors set forth in the section titled “Risk Factors” in our Annual Report on form 20-F filed with the Securities and Exchange Commission on March 18, 2024, and other documents filed with or furnished to the SEC. These statements reflect management’s current expectations regarding future events and operating performance and speak only as of the date of this press release. You should not put undue reliance on any forward-looking statements. Although we believe that the expectations reflected in the forward-looking statements are reasonable, we cannot guarantee that future results, levels of activity, performance and events and circumstances reflected in the forward-looking statements will be achieved or will occur. Except as required by applicable law, we undertake no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, after the date on which the statements are made or to reflect the occurrence of unanticipated events.

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