

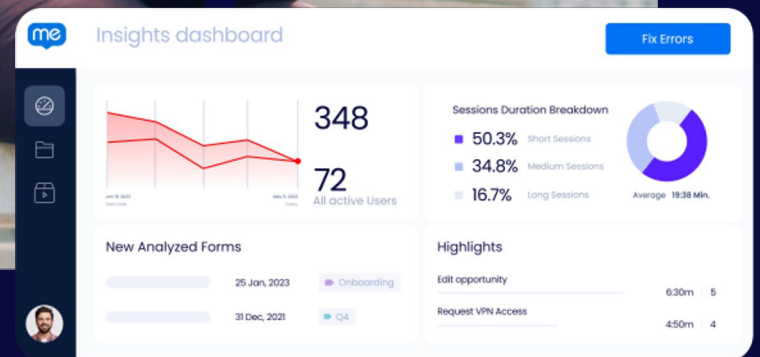


AI needs people: Deliver high adoption of agentic AI with WalkMe

Adriel Sanchez
Chief Marketing Officer, WalkMe



87% Fewer
Submission Errors



| Let's bust some myths.

Myth

Tech equals transformation!

AI is easy, anyone can do it!

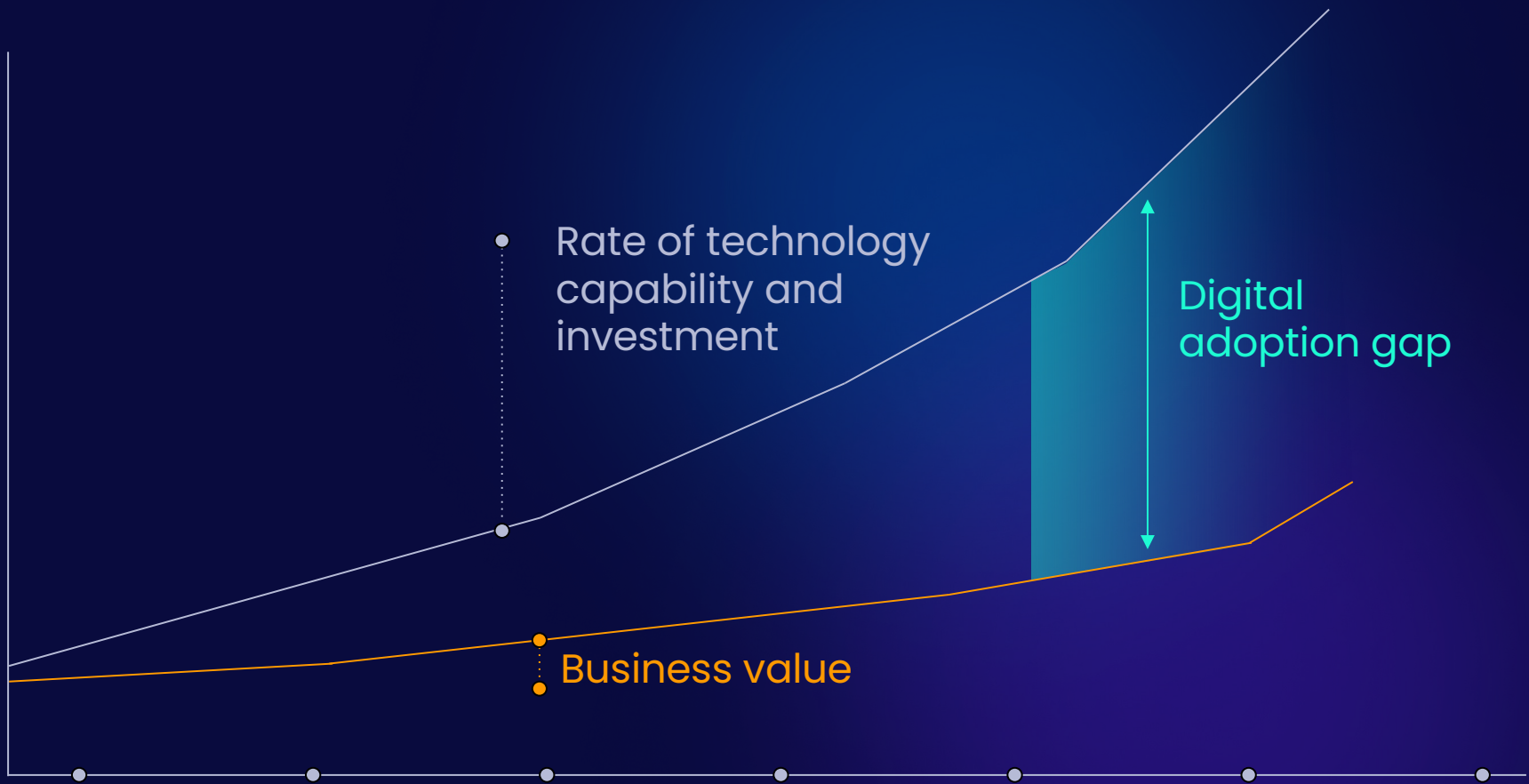
Start seeing results right away!

Reality

People are at the center of transformation.

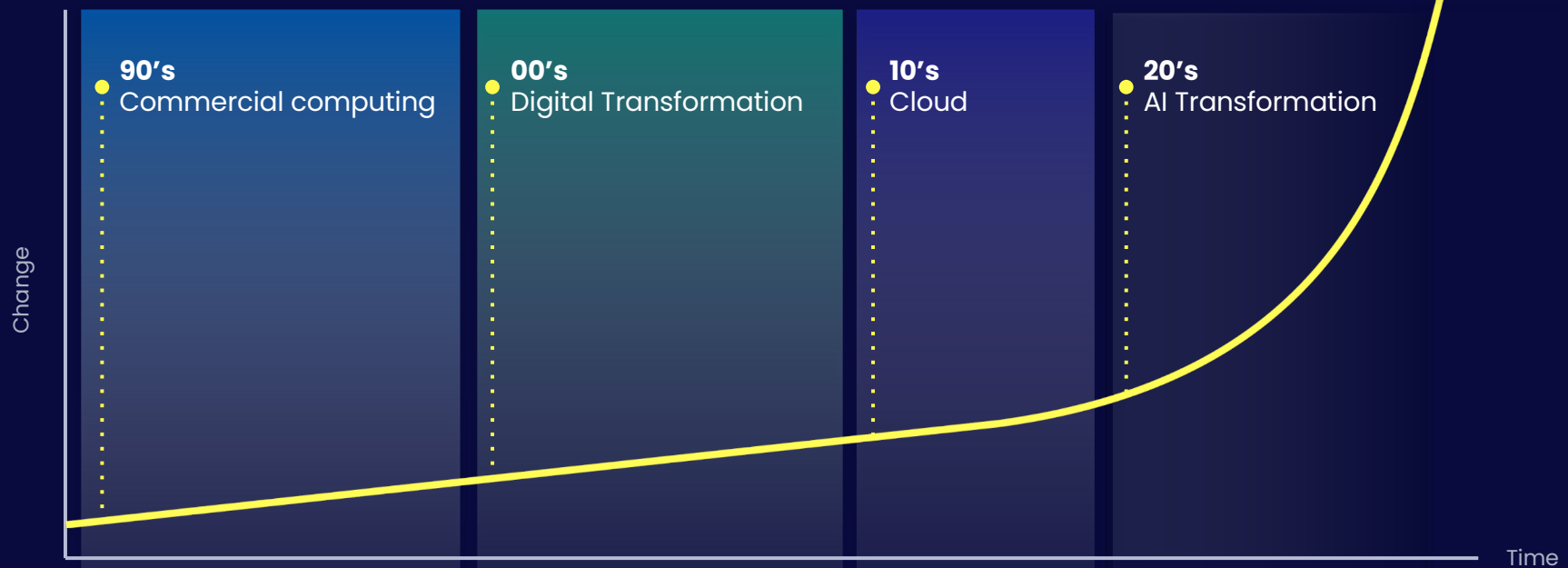
This is a **massive change** to how people work.

Results may **vary...**



This is a
**change
management**
problem.

Change is not slowing down.



“

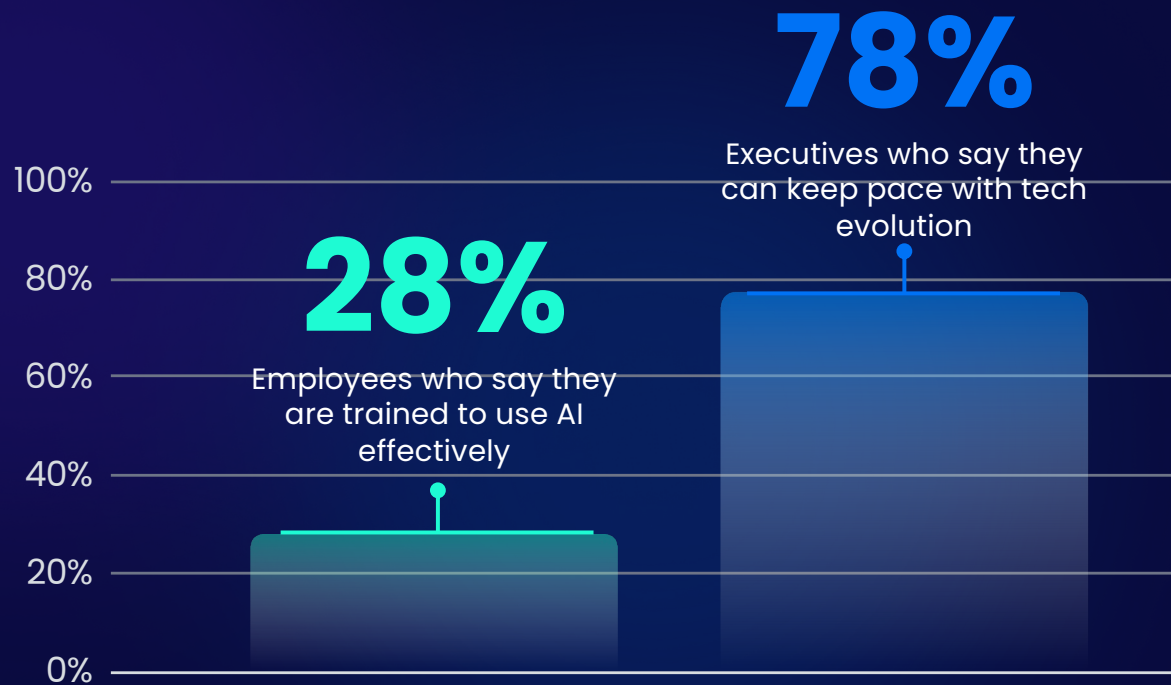
*Although agentic AI is growing rapidly, it still faces technical challenges, lack of skills, lack of business understanding and **change management.**”*

Gartner, Emerging Tech Impact Radar, 2025

What's standing in the way of realizing the promise of AI



Human readiness



What's standing in the way of realizing the promise of AI



Human
readiness



Experience
fragmentation



Lack of
visibility

Research has identified best practices for digital adoption

Only 7% of enterprises follow all of them

Digital adoption best practices



Train employees to use new technology



Deploy process automation for proactive support



Evaluate and measure current technology use



Create content to boost application engagement



Unify the experience across applications



Manage technology adoption with a DAP



Measure user engagement

7%

Enterprises that follow all digital adoption best practices



A digital adoption mindset is key to democratizing AI.

Elite digital adopters – the 7% of enterprises that follow all digital adoption best practices – are seeing significant gains over other organizations.

- Elite digital adopters
- Other Organizations

Elite digital adopters vs. other organizations

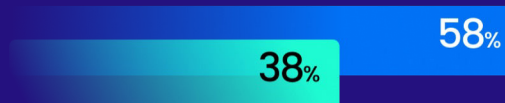
Employees that use GenAI at work



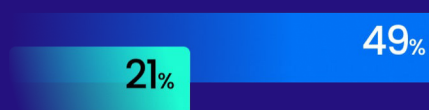
Executives that understand how effectively employees are using AI tools



Executives that have complete confidence in meeting their AI transformation goals



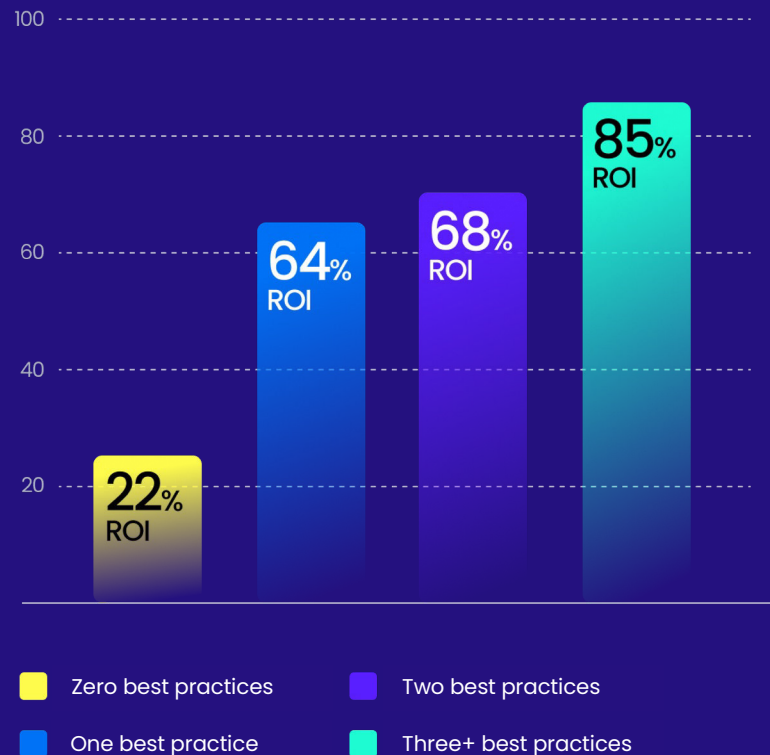
Executives that have incorporated AI assistants into their workflows



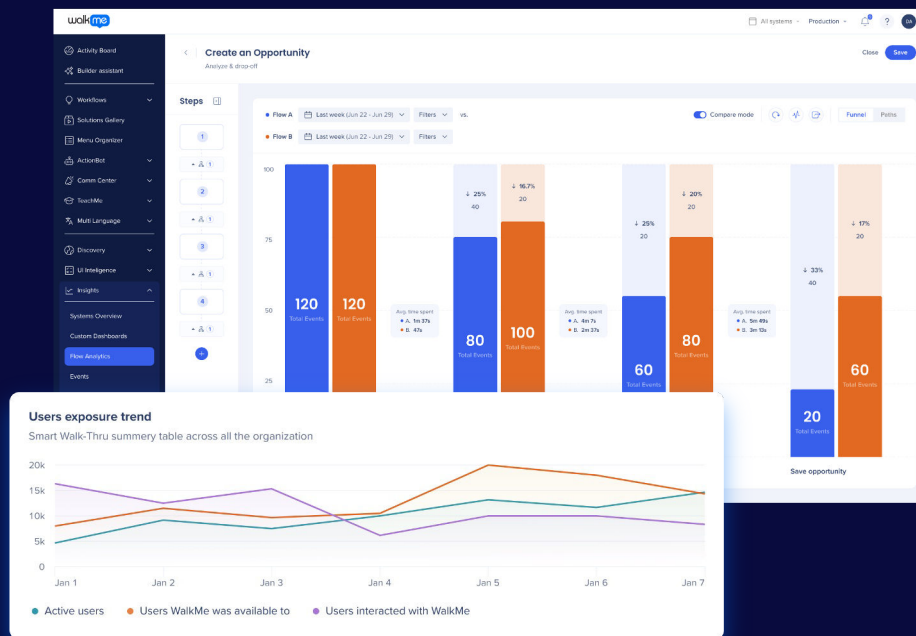
You don't need to be an "elite" digital adopter to see real gains.

Those that follow 3 or more digital adoption best practices see 85% ROI on their software investments.

Elite digital adopters vs. other organizations



Identify **where to deploy** AI agents for maximum impact.



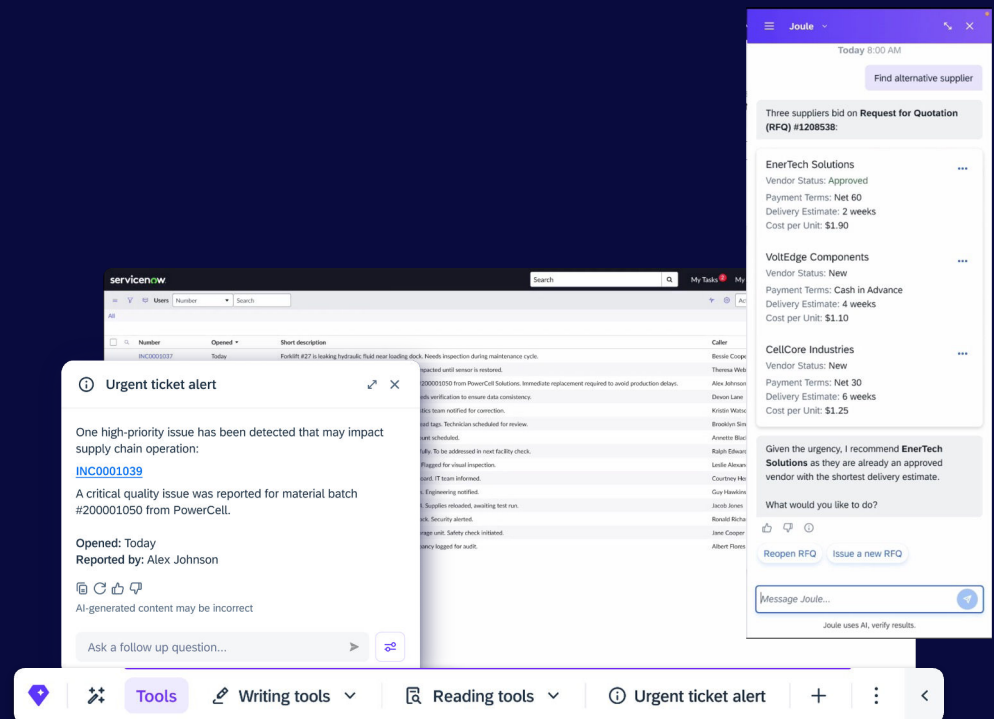
WalkMe identifies all the **friction points** in your organization, so you can make better choices about where to begin your agentic AI journey.

- Discover high-friction workflows
- Prioritize automation opportunities
- Map workflow dependencies

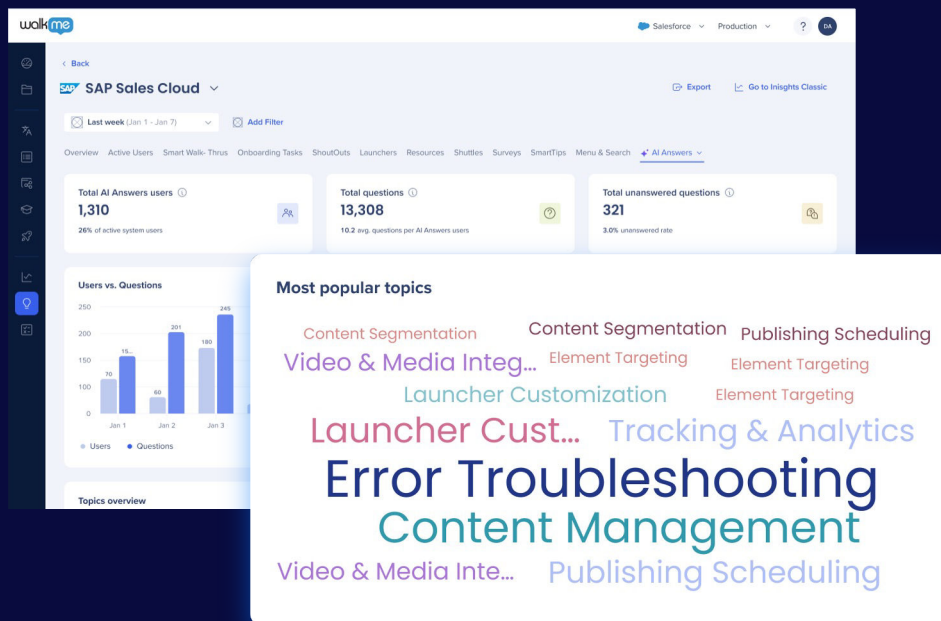
Deliver the right agent, to the right person, at the right time.

The SAP Joule action bar, powered by WalkMe, provides **proactive, omnipresent AI** across every application, SAP and non-SAP.

- Provide consistent AI assistance across every app
- Step in with proactive recommendations
- Combine screen-based understanding and business context
- Harmonize user experience across all enterprise systems



Get visibility into AI agent usage.



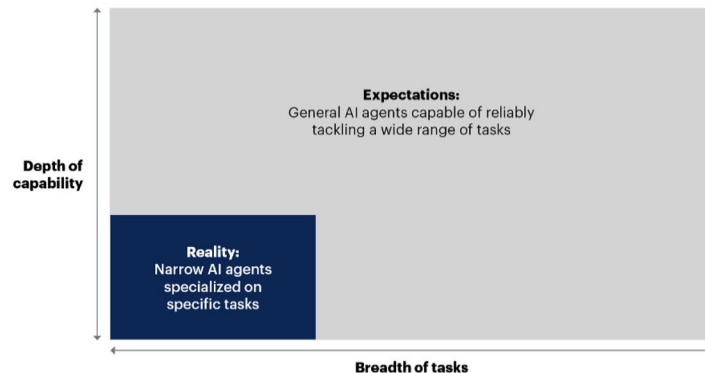
Once AI agents are deployed, WalkMe gives you visibility into **who's using them, how often, and whether tasks are being executed as intended.**

- Get real-time insights into adoption rates and usage patterns
- Measure task completion and agent effectiveness
- Identify drop-off points and trust gaps

Current AI agents are specialized and limited.

Agentic AI Applications

AI Agents Expectations vs. Reality



Source: Gartner
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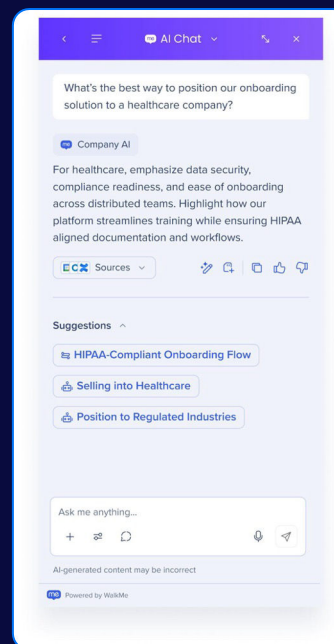
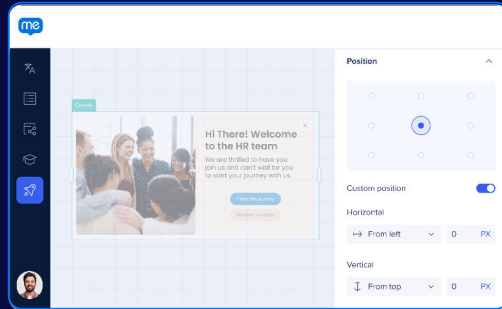
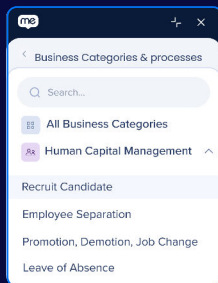
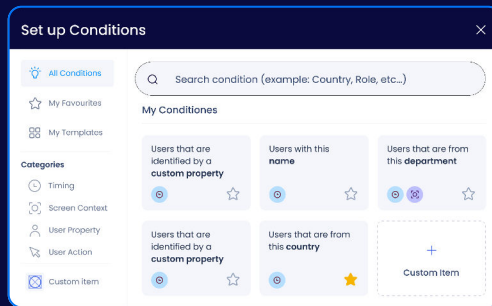
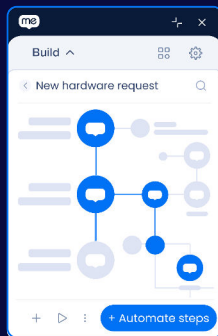
Gartner.

Source: [Answering the Top Trending AI Agent Questions, Part 2: Current State](#)

The Bottom Line: Current AI agents are specialized and limited, falling short of broad market expectations; align deployment and investment strategies with their actual capabilities.

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Deliver reliable, AI-powered UI automation for any workflow.



WalkMe's UI automation is already powered by AI and **works on any workflow**, for any application, even in places where AI agents aren't ready to support.

- Automate repetitive and complex workflows at the UI level
- Insert human approvals into AI-driven workflows

Thank you.