# BMC Helix Business Workflows 20.x: Fundamentals Administering

## COURSE ABSTRACT

**COURSE CODE**

» SPPT-BWFA-2002

**APPLICABLE VERSIONS**

» BMC Helix Business Workflows 20.02

**DELIVERY METHOD** 🌐

» Instructor-led Training (ILT)

**COURSE DURATION** 🌐

» 3 Days

**PREREQUISITES**

» None

**RECOMMENDED TRAININGS**

» BMC Helix Business Workflows 19.x: Fundamentals Using (WBT)

### Course Overview

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Platform, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's need.

In this course, you will learn how to configure BMC Helix Business Workflows according to your requirements. For example, you will learn about questionnaires, dynamic case fields and how to implement business processes. Additionally, you will learn how to use automate tasks, create and publish knowledge articles, and how to move new configurations to production.

### Target Audience

» Administrators

### Learner Objectives

» Learn about BMC Helix Business Workflows and its features and functionality
» Understand how to define basic services and make them available to employees
» Learn how to create and use a case template
» Understand how BMC Helix Digital Workplace and BMC Helix Business Workflows works together
» Learn about questionnaires and dynamic case fields
» How to implement business processes and define Service Targets and Milestones
» Learn how to configure dynamic assignments and how to leverage approvals
» Understand how to use automated tasks and Flow sets
» Understand the process on creating and publishing knowledge articles
» Learn how to move new configurations to the production environment

For more information about BMC Education Services, visit **www.bmc.com/education**.

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### COURSE ACTIVITIES

» Classroom Presentations
» Hands-on Lab Exercises
» Demonstration

### BMC HELIX BUSINESS WORKFLOWS LEARNING PATH

» Not applicable

### ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is not part of a BMC Certification Path

### DISCOUNT OPTIONS 🌐

» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

## Course Modules

### Module 1: Introduction to BMC Helix Business Workflows

» Introduction to Business Workflows
» Reviewing and Demonstrating the Use Case Scenario
» Introduction to Foundation Data
» Case Types and Relationship to Foundation Data
» Static Case Assignment

### Module 2: Enhancing Your Service to Meet Business Requirements

» Business Processes and the Tasks Concept
» Digital Workplace Questionnaire Dynamic Fields
» Introduction to Service Targets
» Dynamic Case Assignment
» Approvals Triggers and Types

### Module 3: Understanding and Applying Advanced Concepts

» Introduction to Flow Sets
» Automating Tasks
» Knowledge Management
» Introduction to Cognitive Service Management
» Introduction to Smart Reporting on the Helix Platform
» Moving Configuration from Development to Production
» Outlook/Further Reading

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