BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2 (SPT)

COURSE ABSTRACT

COURSE CODE
» SPPT-BWF2-2105-SPT

APPLICABLE VERSIONS
» BMC Helix Business Workflows 21.05

DELIVERY METHOD 🌐
» Self-Paced Training (SPT)
- – Product community for questions and answers
- – Course recording via Web-based Training

VIRTUAL LAB ACCESS
» This class has an optional component of 2 hands-on lab days (12 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day.

» With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or **education@bmc.com** for assistance

COURSE DURATION 🌐
» Equal to 2 Days

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 Innovation Studio, 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 about using automated tasks, understand the basics of flowsets including the process of configuring a flowset. You will also learn about configuring notification templates. In addition to this, you will learn about creating and publishing knowledge articles and configuring document templates.

Important: We strongly recommend you to take the **BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1** course prior to this course as it covers the basic concepts for administering BMC Helix Business Workflow.

IMPORTANT: This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises.

This course offers closed captioning in five additional languages: French, Spanish, Deutsch, Portuguese and Italian. The multi-lingual closed captioning is generated using artificial intelligence (AI) and machine translation so that more customers can benefit from our courses.

Target Audience
» Administrator
» Case Business Analyst

Learner Objectives
» Use automated tasks
» Explain the concept of flowsets
» Configure flowsets
» Configure approvals and notification templates
» Configure common application settings
» Configure email and acknowledgement templates
» Configure knowledge sets and knowledge templates
» Use Document Library
» Add documents to Document Library
» Configure document templates

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

BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2 (SPT)

COURSE ABSTRACT

RECOMMENDED TRAINING
» BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)
» BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1

COURSE ACTIVITIES
» Video Coaching
» Community Access

CERTIFICATION PATH 🌐
» 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: Managing Documents
» Overview of Document Library
» Benefits of using Document Library
» Document status
» Adding documents to Document Library
» Configuring document template

Module 2: Automating Tasks
» Overview of task automation
» Benefits of task automation
» Process of task assignment notifications
» Creating an automated task process
» Associating the task template to a case template

Module 3: Automating BMC Helix Business Workflows Using Flowset
» Introduction to flowsets
» Flowset functions

» Process of configuring flowsets
» Verifying flowset configuration

Module 4: Configuring Notifications and Email Templates
» Overview of notification events and templates
» Creating notification events and templates
» Overview of Case management through email
» Configuring email IDs to enable users to create cases by sending emails
» Creating an email or acknowledgement template
» Tracking and reprocessing incoming emails

Module 5: Common Application Configuration
» Configuring common application configuration

» Configuring default read-only access

Module 6: Managing Knowledge Articles
» Introduction to knowledge management
» Benefits of knowledge management
» Knowledge sets and templates
» Creating knowledge sets
» Creating knowledge templates
» Approval types
» Defining a self-approval flow by creating a copy of the sample process
» Accessing knowledge articles from BMC Helix Digital Workplace Catalog

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