



BMC Helix Business Workflows 19.x: Fundamentals Using

COURSE ABSTRACT

COURSE CODE

» SPPT-BWFU-1911

APPLICABLE VERSIONS

» BMC Helix Business Workflows 19.11

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 2 Hours

PREREQUISITES

» None

Course Overview

This course introduces the learners to the key features and functionality of the BMC Helix Business Workflows application. This course describes cloud-native case management applications for all lines of business. It also provides services to employees in a scalable, managed, and automated way. It is a platform where automated workflows are created without writing the actual code. It aims for fast and efficient management of cases by providing modern and simple ways to create, resolve, and monitor cases.

This course is applicable primarily to Business Workflow Consumers & Collaborators, Personal Content Writers, Public Content Writers, and Dashboard Consumers.

Target Audience

» BMC Helix Business Workflow Users

Learner Objectives

- » Describe BMC Helix Business Workflow overview and features
- » Explain different Business Workflow product roles
- » Understand the methods for creating a case in BMC Helix Business Workflows
- » Managing and updating cases with Business Workflows
- » Assigning a task to a case, changing case status, checking case activity, and adding and downloading attachments related to a case
- » Developing and creating knowledge articles
- » Changing, Reviewing and Validating Knowledge Articles
- » Improving Quality of Knowledge Articles
- » Change knowledge article statuses
- » Review unpublished knowledge articles for technical accuracy and completeness
- » How to perform a periodic review of published knowledge articles for validity
- » How to provide feedback for improving the quality of knowledge articles
- » Understand how full-text search works in BMC Helix Business Workflows works
- » View and type out-of-the-box reports
- » Learn types of reports namely case reports, knowledge reports and service level management reports for cases.



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COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Course Assessment


BMC HELIX BUSINESS WORKFLOWS LEARNING PATH

- » N/A

ACCREDITATION AND CERTIFICATION PATHS

- » N/A

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: Creating and Updating Cases in BMC Helix Business Workflows

- » Introduction to BMC Helix Business Workflows
- » Managing Cases
- » Updating Cases

Module 2: Working with Knowledge Articles in BMC Helix Business Workflows

- » Developing Knowledge Articles
- » Creating Knowledge Articles
- » Changing, Reviewing and Validating Knowledge Articles
- » Improving Quality of Knowledge Articles
- » Full-Text Searching

Module 3: Reports in BMC Helix Business Workflows

- » Viewing Reports
- » Types of Reports

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