BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-BWFU-2130

APPLICABLE VERSIONS

» BMC Helix Business Workflows 20.08, 21.02, 21.05 and 21.3

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 3 Hours

PREREQUISITES

» None

Course Overview

BMC Helix Business Workflows is a cloud-native case management application for multiple lines of business. Built on BMC Helix Innovation Suite, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's needs.

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.

Target Audience

» BMC Helix Business Workflow Users

Learner Objectives

» Describe BMC Helix Business Workflow overview and features
» Explain different Business Workflow product roles
» Describe various functional areas of BMC Helix Business Workflows:
    – Case Management
    – Task Management
    – Knowledge Management
    – Service Level Management
» Describe BMC Helix Business Workflows for a Line of Business
» Describe how full-text search works in BMC Helix Business Workflows
» Describe the methods for creating a case in BMC Helix Business Workflows
» Describe how to manage and update cases with BMC Helix Business Workflows
» Describe how to create and publish knowledge articles
» Describe the process of versioning, reviewing, and validating Knowledge Articles
» Describe how to improve the quality of knowledge articles
» Describe how to review unpublished knowledge articles for technical accuracy and completeness
» Describe how to perform a periodic review of published knowledge articles for validity
» Describe the Business Workflows Reports Dashboard and the Case Dashboard
» Explain how to view reports in BMC Helix Business Workflows
» Describe types of reports namely case reports, knowledge reports, and service level management reports for cases
» Describe the feature of Live Chat
» Describe how to accept a chat session
» Describe how to manage and transfer chat
» Describe how to create a case from a chat session

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COURSE ACTIVITIES
» Demonstrations
» Product Activities
» Course Assessment

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 BMC Helix Business Workflows
» BMC Helix Business Workflows for a Line of Business
» Navigating BMC Helix Business Workflows
» Full-Text Search

Module 2: Case and Task Management
» Case Management and Task Management Overview
» Creating cases
» Working with cases
» Working with tasks
» Associations with Cases

Module 3: Knowledge Management
» Developing and Creating Knowledge Articles
» Reviewing and Validating Knowledge Articles
» Service Level Management

Module 4: Reports and Live Chat
» Viewing Reports
» Using Live Chat

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