**BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam**

**PURPOSE OF EXAM**

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.

The **BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam** will validate the technical competencies needed to successfully deploy, operate and administer out-of-the-box (OOTB) baseline functionality for BMC Helix Business Workflows.

**Skills Tested**

Participants will be tested on their knowledge of the following:

- **BMC Helix Business Workflow overview, features, and roles**
- **Explain the concept of BMC Helix Business Workflows for a line of business**
- **Define basic services and make them available to employees**
- **Create and use case and task templates**
- **Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together**
- **Create questionnaires and dynamic case fields**
- **Configure dynamic assignments**
- **Explain how to leverage approvals and notifications**
- **Use automated tasks**
- **Explain the concept of flowsets**
- **Explain various concepts related to service targets**
- **Explain the concepts related to Document Library and Knowledge Articles**

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).
Certification Brief

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**Recommended BMC Software Courses to Prepare for the Certification**

The following courses offered by BMC Education Services prepares the participants to take the Certified Associate exam and also improve their knowledge and skill level to help build proficiency with the solution:


**Getting Started**

**Step 1.** Take the recommended courses for the Certified Associate learning path. Purchase the required exam (attempts).

**Step 2.** Study and prepare for the exam. BMC recommends 6 weeks and also a minimum of [3] months of experience with the product before taking the exam.

**Step 3.** Take and pass the exam.

**Step 4.** If you have failed the exam, purchase another exam attempt and start at step 2.

**Examination Details**

- Exam is an online exam.
- Further details and terms and conditions are available in the BMC Certifications Program Guide and BMC Education Certification Policy.

**Additional Recommended Resources to Study**

- BMC Helix Business Workflows Product Documentation
- BMC Helix Business Workflows Communities

**Recommended Experience**

- Minimum 3 months experience deploying, operating or administering BMC Helix Business Workflows

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Certification Process

1. Register and pay for the Exam
2. Study for the Exam
3. Pass the Exam
4. Receive Certification