

# BMC Certified Associate: HelixGPT 23.x for Administrators Online Exam

ABSTRACT

Certification Code: SPPT-CERT-GPTA2330-CA

Modality	Duration	Applicable Versions	Target Audience
Online – Non-Proctored	2 Hours	BMC HelixGPT 23.3	<ul style="list-style-type: none"><li>System Administrators</li><li>Developers</li></ul>

## Purpose of Exam

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management, helping in quicker problem resolution, better collaboration, and increased productivity.

BMC HelixGPT provides faster data analysis, content generation, process optimization, and conversational question and answers for incident and problem management. The generative AI-powered ServiceOps provides real-time recommendations based on past and current information that help administrators in decision-making.

Companies deploying and using BMC HelixGPT realize full value only when their solution is effectively operated, configured and administrated. To ensure deployments and operations are performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate for BMC HelixGPT Certification** Exam will validate the technical competencies needed to successfully operate, configure, and administer out-of-the-box (OOTB) baseline functionality for BMC HelixGPT.

## Skills Tested

Participants will be tested on their knowledge of the following:

- BMC HelixGPT overview and experience in BMC applications
- Describe BMC HelixGPT Requirements
- Explain the security and privacy for BMC HelixGPT
- Discuss the process of configuring HelixGPT
- Provide an overview of BMC HelixGPT in BMC Helix Digital Workplace
- Describe the differences between conventional search and generative AI retrieval of answers
- Trigger queries using BMC HelixGPT
- Specify Search settings for BMC Helix Digital Workplace
- Embed the Virtual Agent icon to BMC Helix Digital Workplace
- Submit a request using the Virtual Agent
- Use BMC HelixGPT with BMC Helix Virtual Agent
- Publish catalog services to Virtual Agents
- Understand prompts generated automatically from catalog services
- Explore the out-of-the-box HelixGPT Skills in ITSM
- Leverage BMC HelixGPT to get summaries of cases and Knowledge Articles
- List sample queries that are supported and not supported by BMC HelixGPT
- Define the Skills, Prompts, and Knowledge search settings for BMC HelixGPT

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

## Recommended BMC Software Courses to Prepare for the Certification

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

- BMC HelixGPT 23.x: Fundamentals Administering

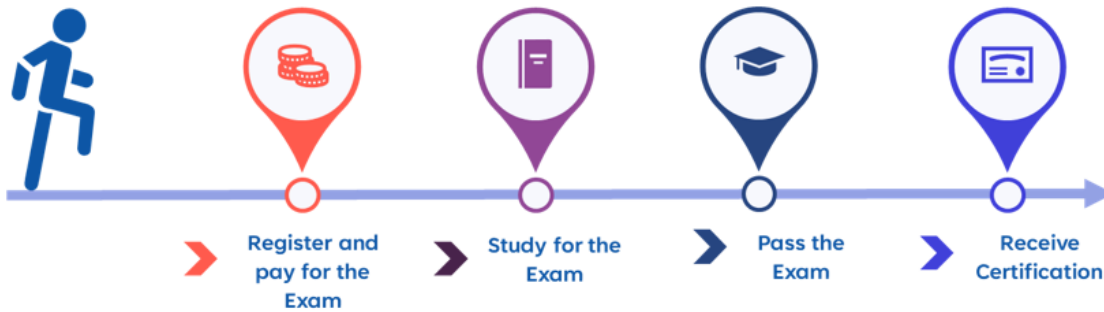
## Getting Started

**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 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 HelixGPT 23.3.02 Documentation
- BMC Helix Communities

## Recommended Experience

- Minimum **3 months** experience operating, configuring, or administering BMC HelixGPT

## Retake Policy

- Participants who fail the Certification exam may register and pay for an exam then make another attempt after waiting one week
- Participants are limited to 4 attempts per year

## Exam Registration

Choose from the following options to register for a BMC Education Services Exam:

- Register online for BMC Software certification exam at: [www.bmc.com/education](http://www.bmc.com/education)
- Contact your **BMC Education Advisor** for help with registration

### Discount Options

**Have multiple students?** Contact us to discuss hosting a private class for your organization.

Contact us for additional information 