

BMC Certified Associate: HelixGPT 25.x Administering for Service Management Online Exam

[Learning Path >](#)

Certification Code: SPPT-CERT-GPTA2530-CA

Modality

Online – Non-Proctored

Duration

2 Hours

Applicable Versions

BMC HelixGPT 25.3

Target Audience

- Administrators
- Developers

Purpose of Exam

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management. It helps in quicker problem resolution, better collaboration, and increased productivity. Use BMC HelixGPT to analyze data quickly, generate content, optimize processes, and interact through conversational Q&A for incident and problem management.

AI agents in BMC HelixGPT are designed to operate with minimal human input. Powered by large language and action models, these agents can understand natural language, take appropriate actions, and learn from every interaction to deliver even better results over time. The AI agents in BMC HelixGPT work with BMC Helix Service Management and BMC Helix AIOps to provide multiple service management and operations management capabilities. In this course, we focus on the Employee Navigator, Service Collaborator, and Insight Finder Agents.

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 Helix maintains a technical certification program.

The **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:

- Provide an overview of BMC HelixGPT
- Discuss how BMC HelixGPT delivers value across ServiceOps
- Discuss the use cases for multiple applications
- Explore HelixGPT Agent Studio
- Discuss the process of configuring HelixGPT
- List the data sources and describe Data Ingestion
- Discuss the prompt-based skills
- Describe various types of prompts
- Explore Employee Navigator and other HelixGPT capabilities in BMC Helix Digital Workplace
- Configure a BMC HelixGPT Agent-based Skill for Employee Navigator
- Create a HelixGPT-powered Virtual Agent
- Publish Catalog Services
- Configure external data sources like Microsoft SharePoint and Web
- Configure the Information Provider and Search filters
- Discuss the Service Collaborator features for Helix ITSM, such as Ask HelixGPT, Agentic chat
- Explore the Service Collaborator capabilities for BMC Helix Business Workflows, like Ask HelixGPT, Global Search
- Configure and use the DWP Live Chat Prompt
- Customize prompts
- Export and import skills
- Create a fully functional Custom agent
- Configure and use the Insight Finder Supervisor Agent on Helix Dashboards

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 (WBT)
- BMC HelixGPT 25.x: Fundamentals Administering for Service Management (ILT)

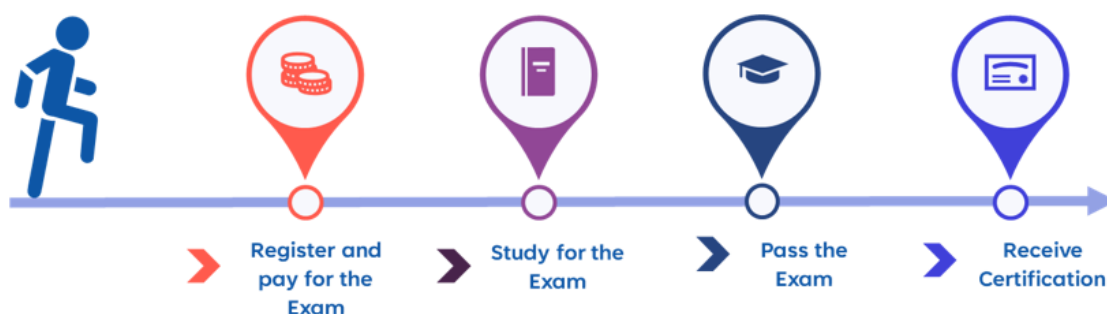
Getting Started

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 25.3 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
- 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 