



# BMC Certified Associate: Helix Chatbot 20.x for Administrators Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix Chatbot 20.x for Administrators Online Exam

### CERTIFICATION Exam CODE

- › SPPT-CERT-HXCA2002-CA

### APPLICABLE VERSIONS

- › BMC Helix Chatbot 19.08, 19.11, and 20.02

### REQUIRED PREREQUISITES

- › BMC Helix Chatbot 20.x: Fundamentals Administering

### TARGET AUDIENCE

- › Administrators
- › Developers

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

BMC Helix delivers cognitive service management that is fast, accurate, cost effective and is available to run on your choice of cloud, in a hybrid model, or in your own data center. The BMC Helix solution's cognitive capabilities, meanwhile, can help reduce support costs. For example, intelligent chatbots can handle user queries and questions.

BMC Helix Chatbot is such an application that interacts with users through natural language, understands the conversation context, and performs tasks on behalf of the user. It helps users to resolve their issues or search for any information they need by providing the capabilities, such as immediate assistance to issues raised by the users and provides easy-to-find information, reduction in human error and dependency by eliminating human intervention for certain tasks, and reduction in company's costs and resources.

To ensure development and deployment of chatbot applications in BMC Helix Innovation Studio is performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate for Helix Chatbot** Certification Exam will validate the technical competencies needed to successfully develop and deploy the Chatbot applications in BMC Helix Innovation Studio.

## Skills Tested

Participants will be tested on their knowledge of the following:

- » Explain the components of the BMC Helix Chatbot
- » Create and configure BMC Helix Chatbot
- » Create a Skills within IBM Watson Assistant, including the creation of intents, entities, and dialog nodes
- » Integrate BMC Helix Chatbot with external communication channels, including Slack, Skype for Business and other
- » Integrate BMC Helix Chatbot with BMC applications
- » Localize Helix Chatbot using real-time translation
- » Generate out-of-the-box reports available for BMC Helix Chatbot
- » Troubleshoot common issues/errors

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



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### EXAM REGISTRATION

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

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

### 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

## 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 also improve their knowledge and skill level to help build proficiency with the solution:

» *BMC Helix Chatbot 20.x: Fundamentals Administering*

### Getting Started

**Step 1.** Take the recommended courses for the Certified Associate learning path. The last course in the learning path includes one certification exam attempt without further charges. There will be 50% discount on additional attempts of this exam.

OR

If you haven't taken the recommended courses, 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 Helix Platform 20.x Product Documentation
- » BMC Developer Communities at <https://communities.bmc.com/community/developer>

### Recommended Experience

- » Minimum 3 months experience exploring, developing or administering BMC Helix Innovation Studio





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### Certification Process

