



# BMC Certified Associate: Helix Virtual Agent 22.x for Administrators Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix Virtual Agent 22.x for Administrators Online Exam

### CERTIFICATION EXAM CODE

- › SPPT-CERT-HXVA2210-CA

### APPLICABLE VERSIONS

- › BMC Helix Virtual Agent 21.3 and 22.1

### 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 Virtual Agent 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 virtual agent 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 Virtual Agent** Certification Exam will validate the technical competencies needed to successfully develop and deploy the virtual agent applications in BMC Helix Innovation Studio.

## Skills Tested

Participants will be tested on their knowledge of the following:

- » Explain the concept of the BMC Helix Virtual Agent
- » Explain the architecture and features of BMC Helix Virtual Agent
- » Learn how to create and configure BMC Helix Virtual Agent
- » Import services from BMC Helix Digital Workplace Catalog
- » Create a Skills within IBM Watson Assistant
- » Explain IBM Watson Assistant dialog skill basics and options
- » Create intents, entities, and dialog nodes
- » Explain Out-of-the-box skills from BMC
- » Explain IBM skills and published Digital Workplace Catalog services
- » Add end-user interaction buttons with \$sys\_options
- » Rebrand a Helix Virtual Agent

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 the BMC Software certification exam 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 Virtual Agent 22.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 Helix Digital Workplace 22.x: Fundamentals Using (WBT)
- » BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)

## Recommended Experience

- » Minimum 3 months experience deploying, operating or administering BMC Helix Virtual Agent



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### Certification Process

