COURSE ABSTRACT

Course Overview

BMC Helix Knowledge Management by ComAround is a cloud-based Knowledge Management software specifically designed to optimize the creation and reuse of knowledge within your organization.

This comprehensive hands-on training focuses on the practical use of the application interface. It covers concepts related to navigating, searching, creating, maintaining, and sharing knowledge articles.

Target Audience

» Users
» Administrators

Learner Objectives

» Concepts related to user groups and access to content
» Application interface: Functional areas
» Find content using the Search feature
» Article Page: Functional areas
» Work with existing articles
» Use the Start Page widgets
» Create categories/folders
» Create knowledge articles
» Apply tags to knowledge articles
» Article feedback mechanisms
» Update/maintain articles
» Share articles
» Work with Content Editor
» Work with interface languages / content languages / machine translations
» Business Intelligence overview
» Create decision trees
COURSE ABSTRACT

COURSE ACTIVITIES
» Classroom Presentations
» Group exercise
» Quizzes

BMC HELIX KNOWLEDGE MANAGEMENT BY COMAROUND LEARNING PATH
» https://www.bmc.com/education/courses/find-courses.html#filter/%7B%22type%22%3A%22edu-specific-types-220818351%22%2C%22products%22%3A%22education-products-138131084%22%7D

CERTIFICATION PATHS
» This course is not part of a BMC Certification Path.

DISCOUNT OPTIONS
» Have multiple students? Contact us to discuss hosting a private class for your organization
» Contact us for additional information

Course Modules
Module 1: Foundation
» Roles and privileges: overview
» Knowledge article states and visibility
» User groups and content access

Module 2: Interface Overview
» Start Page widgets
» Knowledge state symbols
» Icons and features
» Interface language options
» Settings menu

Module 3: Navigating to Find Content
» Content structure: navigation
» Sort and filter options
» Filter option: tags

Module 4: Finding Content Using the Search Feature
» Search engine: technical information
» Perform a search

Module 5: The Article Page
» Flag, share, and print articles

Module 6: Working with Existing Articles
» View article history
» Search for duplicates
» Change knowledge state

Module 7: Creating New Articles
» Create options
» The KCS template
» Add text, images, files, links, and videos to articles
» Add tags to articles
» Import content from a Word file

Module 8: Machine Translation and Article Language Versions
» Built-in machine translation: overview

Module 9: The Content Editor
» Overview
» Add a folder/category
» Move, copy, subscribe, and edit content

Module 10: Reporting and Analytics
» Built-in reports: overview
» Filter and sort options
» Report drill down

Module 11: Decision Trees
» Decision tree module: overview
» Work with existing decision trees
» Create decision trees
» Machine translation of decision trees
» Display decision trees for end users in self-service interface

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