



# BMC Helix Knowledge Management by ComAround 21.x: Fundamentals Using

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-CKMU-2102

### APPLICABLE VERSIONS

- » BMC Helix Knowledge Management by ComAround

### DELIVERY METHOD

- » Instructor-led Training (ILT)

### COURSE DURATION

- » 0.5 day

### PREREQUISITES

- » N/A

### RECOMMENDED TRAININGS

- » N/A

## 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



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### 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

- » Mark an article as favorite
- » Add articles to News and Recommended widgets
- » Vote and give feedback on articles
- » Edit 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

- » Use the in-the-view machine translation feature
- » Create and handle language versions of an article
- » Switch between language versions of an article

### 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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