BMC Helix Digital Workplace Basic 21.x: Enhancements for Administering (WBT)

COURSE ABSTRACT

COURSE CODE
» SPPT-DWBE-2130

APPLICABLE VERSIONS
» BMC Helix Digital Workplace Basic 21.05
» BMC Helix Digital Workplace Basic 21.3

DELIVERY METHOD 🌐
» Web-based Training (WBT)

COURSE DURATION 🌐
» 30 minutes

PREREQUISITES
» None

RECOMMENDED TRAININGS
» None

Course Overview

BMC Helix Digital Workplace offers two applications, BMC Helix Digital Workplace and BMC Helix Digital Workplace Catalog. The BMC Helix Digital Workplace displays meeting schedules, required services, outstanding requests, and ongoing discussion about the people, places, and resources that they choose to follow. It also helps users find location maps, reserve meeting rooms, install software, upgrade equipment, and book appointments.

This course will provide an overview of the enhancements for administering in BMC Helix Digital Workplace Basic 21.x.

Target Audience

» Administrators

Learner Objectives

» Identify the enhancements for administering in BMC Helix Digital Workplace Basic 21.x:
  – Enable Quick Orientation Among the Flow of Tickets for SRDs
  – Set default notification settings for new end users
  – Identify the Updated Menu Name
  – Identify the Default Application Language
  – Identify Contact Details for Imported SRDs
  – Select a source of the user's profile image

For more information about BMC Education Services, visit **www.bmc.com/education**.

BMC Helix Digital Workplace Basic 21.x: Enhancements for Administering (WBT)

COURSE ABSTRACT

COURSE ACTIVITIES
» Presentations

BMC HELIX DIGITAL WORKPLACE LEARNING PATH
» **https://www.bmc.com/education/courses/myit_training.html**

ACCREDITATION AND 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: Enhancements for Administrators in BMC Helix Digital Workplace Basic 21.05
» Lesson 1: Enhancements in BMC Digital Workplace Basic 21.05 which help:
  – Deploy containers of BMC Helix Innovation Suite
  – Enable a quick orientation among the flow of incidents for SRDs
  – Set default notification settings for new users
  – Identify the Updated Menu Name
  – Identify the Default Application Language
  – Identify Contact Details for Imported SRDs

Module 2: Enhancements for Administrators in BMC Helix Digital Workplace Basic 21.3
» Lesson 1: Enhancements in BMC Digital Workplace Basic 21.3 which help:
  – Enable quick orientation among the flow of tickets for SRDs
  – Select a source of the user's profile image

For more information about BMC Education Services, visit **www.bmc.com/education**.