



# BMC Helix Digital Workplace 23.x: Fundamentals Using (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-DWFU-2330

### APPLICABLE VERSIONS

» BMC Helix Digital Workplace 23.3.01

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 3 Hours

## Course Overview

BMC Helix Digital Workplace is a self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Users can use and interact through any supported mobile device or desktop browser for self-service, raise trouble tickets, make appointments to meet, and contact IT. Its intelligent, omni-channel, multi-lingual conversational experience results in an effective consumption of self-service when it is most needed. 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. The social media like interface helps users find location maps, reserve meeting rooms, install software, upgrade equipment, book appointments and find answers through BMC HelixGPT.

This course gives users an overview of the BMC Helix Digital Workplace Basic and Advanced features. Users will learn how to raise a service request for themselves and a request on behalf of someone else, view notifications, approve/reject a request through the unified service catalog. In addition, they will learn how to update the user profile, manage posts and connections, book an appointment, and view the health status of a service and find answers through BMC HelixGPT.

**Note:** The BMC Helix Digital Workplace catalog features are covered in the following courses:

» *BMC Helix Digital Workplace Catalog 22.x: Fundamentals Concepts (WBT)*

## Target Audience

- » Users
- » Administrators

## Learner Objectives

- » Describe BMC Helix Digital Workplace overview and features
- » Navigate the End User Console
- » Explore the User Interface
- » Use the features like Catalog, My Activity, Location and My Stuff page
- » Make help Desk Appointments
- » Make room reservations
- » Check Service health status
- » Set BMC Helix Digital Workplace end user features
- » Use the Search functionality
- » Use HelixGPT to find answers
- » Access Self-help Resources
- » Raise and submit service requests
- » Add collaborators to service requests
- » Work with Tasks and To-Dos
- » View notifications
- » View broadcast messages
- » Approve service and change request approvals
- » Delegate and reassign approvals

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### COURSE ACTIVITIES

- » Presentations
- » Demonstrations and activities
- » Course Assessment


### BMC HELIX DIGITAL WORKPLACE LEARNING PATH

- » [http://www.bmc.com/education/courses/myit\\_training.html](http://www.bmc.com/education/courses/myit_training.html)

### CERTIFICATION PATH

- » This course is part of the BMC Helix Digital Workplace for Administrators 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: Introduction to BMC Helix Digital Workplace

- » BMC Helix Digital Workplace overview
- » Describe enhancements and features
- » License types and features of BMC Helix Digital Workplace
- » Identify the product roles
- » Access BMC Helix Digital Workplace on mobile devices
- » Identify different types of consoles
- » Explain the different types of pages
- » Navigate the end user console
- » Explore the BMC Helix Digital Workplace user interface

### Module 2: Using BMC Helix Digital Workplace

- » Catalog page overview
- » Global Search field
- » Browse categories option
- » Your favorites
- » Banners
- » Category-based navigation
- » Contact IT button
- » Make an Appointment button
- » Virtual Agent Chatbot
- » My Activity page

- » My Activity: Filters
- » My Stuff Page
- » Service Health
- » Location page
- » Explore navigation bar icons – Cart, Live chat, Notifications, and User Profile
- » User Profile: Preferences
- » Privacy Notice
- » Privacy Policy

### Module 3: Search Functionality in BMC Helix Digital Workplace

- » To-dos Overview
- » Working with To-dos
- » Search overview
- » How search results are displayed
- » Search result principles
- » Identify global search records
- » Search with Wildcards
- » BMC HelixGPT overview
- » Benefits of BMC HelixGPT
- » Difference between Search and BMC HelixGPT
- » BMC HelixGPT Model
- » BMC HelixGPT Data Sources
- » Find answers with BMC HelixGPT

### Module 4: Self-help Resources, Notifications and Broadcast Messages

- » Self-help overview
- » Access Self-help resources
- » Work with Knowledge Articles
- » Use How-to resources
- » Access QR codes of assets
- » Access self-help on asset profiles
- » Types of notifications
- » View and manage notifications
- » Set notifications in the end user console
- » Types of broadcast messages
- » View broadcasts in BMC Helix Digital Workplace

### Module 5: Submitting Service Requests

- » Shopping Cart
- » Add services to Cart
- » Raise and submit service requests
- » Cancel, request again and reopen a service request
- » Follow up on service requests
- » Request on behalf of someone overview
- » Scenarios to request on behalf of other users

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- » Impersonation
  - » Switch views to another user
  - » Collaborations overview
  - » Add Collaborators
- Module 6: BMC Helix Digital Workplace for Business Approvers**
- » Approvals overview
  - » Approver roles
  - » Types of approvers and approver actions
  - » Approve, reject, and put an approval on hold
  - » Notification settings for approvals
  - » Delegate approvals
  - » Add alternate approvers
  - » Reassign approvals
  - » Change request approvals
  - » Search for active approvals

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