



# BMC Helix Virtual Agent: Enterprise Education Subscription

## COURSE ABSTRACT

### CURRICULUM CODE

- » SPPT-ENT-SUBS-HXVA

### DELIVERY METHOD

- » Web-based Training (WBT)
- » Self-Paced Training (SPT)
- » Videos
- » Certifications
- » Skills Assessments

### VIRTUAL LAB ACCESS

This subscription contains Self-Paced Training (SPT) courses which have an optional eBook and Virtual Lab component.

With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization.

If the organization has exceeded available lab days and an employee requests an Education Lab Voucher (ELV) to receive eBooks and Virtual Labs for an SPT course, the employee will receive an email communicating that the eBook and lab have not been ordered. However, the SPT course includes a recorded demonstration of the same lab exercises and can still be completed.

Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or [education@bmc.com](mailto:education@bmc.com) for assistance

## Subscription Overview

BMC Helix Virtual Agent enables end users to request services and resolve their issues in a conversational interface. Using natural language, BMC Helix Virtual Agent can report issues, create requests and cases, or search for knowledge articles on behalf of the users.

Using examples, demonstrations, and scenarios the content of the online education subscription helps you develop skills to configure BMC Helix Virtual Agent and details the use of this solution to help you use the product effectively.

**IMPORTANT:** Self-Paced Training (SPT) course contained in this subscription is comprised of course instructor videos and recorded demonstrations.

**Note:** This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

## Target Audience

- » Administrators
- » Developers

## Learner Objectives

- » Explain various components of BMC Helix Chatbot
- » Create and configure BMC Helix Chatbot
- » Create a Skills within IBM Watson Assistant, including the creation of intents, entities, and dialog nodes
- » Integrate BMC Helix Chatbot with external communication channels, including Slack, Skype for Business and other
- » Integrate BMC Helix Chatbot with BMC applications
- » Localize Helix Chatbot using real-time translation
- » List out-of-the-box reports available for BMC Helix Chatbot
- » Use BMC Helix Cognitive Automation for the automatic categorization of tickets within Helix ITSM
- » Troubleshoot common issues/errors



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### SUBSCRIPTION ACTIVITIES

- » Web-based Training (WBT) – online instruction that includes interactive activities, simulations, and assessments to test comprehension
- » Self-paced Training (SPT) – video recordings of course lectures and lab demonstrations
- » Certifications – Certified Associate and Certified Professional certifications for the latest releases
- » Skills Assessments – self assessment of current skills to determine most relevant additional training

### Offerings

Course Name	Duration	SPT	WBT	CERT
BMC Helix Chatbot 20.x: Fundamentals Administering (SPT)	3 Days	✓		
BMC Certified Associate: Helix Chatbot 20.x for Administrators Online Exam	2 Hours			✓

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