BMC Helix Business Workflows: Essential Subscription - Administrators & Consultants

COURSE ABSTRACT

CURRICULUM CODE

» SPPT-ESS-SUBS-BWF21

DELIVERY METHOD 🌐

» Subscription-based:
  - Web-based Training (WBT)
  - Instructor-led Training (ILT)
  - Certification (CERT)

Subscription Overview

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's needs.

Using examples, demonstrations, scenarios and laboratory exercises the content of the online education subscription help you develop skills in BMC Helix Business Workflows administration, and configuration and details the use of this solution to identify and remediate system vulnerabilities.

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

» Users: Case Agents

» Administrators and Case Business Analyst

Learner Objectives

» BMC Helix Business Workflow overview, features, and roles

» Explain the concept of BMC Helix Business Workflows for a line of business

» Define basic services and make them available to employees

» Create and use case and task templates

» Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together

» Create questionnaires and dynamic case fields

» Configure dynamic assignments

» Explain how to leverage approvals and notifications

» Use automated tasks

» Explain the concept of flowsets

» Explain various concepts related to service targets

» Explain the concepts related to Document Library and Knowledge Articles

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

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SUBSCRIPTION ACTIVITIES

» Simulations
» Demonstrations
» Classroom Presentations
» Hands-on Lab Exercises
» Certifications

CERTIFICATION PATH 🌐

» This subscription includes the BMC Helix Business Workflows Certification Path

REFERENCE LINKS

Explore the following links to learn more about learning path and subscription options.

» Learning Path
» Subscription Home Page
» Graphical Learning Path

DISCOUNT OPTIONS 🌐

» Have multiple students? Contact us to discuss volume discounts for multiple individual subscriptions.
» Need customized and onsite deliveries? Contact us to discuss hosting a private class for your organization.
» **Contact us for additional information** 🌐

Offerings

Course Name	ASP	ILT	WBT	CERT
BMC Helix Business Workflows 21.x: Fundamentals Using			✓	
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1		✓		
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2		✓		
BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam				✓

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