



BMC Helix Virtual Agent: Essential Subscription

COURSE ABSTRACT

CURRICULUM CODE

» SPPT-ESS-SUBS-HXVA22

DELIVERY METHOD

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

Subscription Overview

BMC Helix delivers cognitive service management that is fast, accurate, cost-effective and available to run on your choice of cloud, in a hybrid model, or in your own data center. The BMC Helix solution's cognitive capabilities, meanwhile, can help reduce support costs. For example, intelligent Virtual Agents can handle user queries and questions. Additionally, the BMC Helix solution provides tools for managing and monitoring multi-cloud solutions.

Using examples, demonstrations, scenarios, and laboratory exercises, the content of the online education subscription helps you develop skills in BMC Helix Virtual Agent administration and configuration to make it easy for employees to access IT information details.

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
- » Consultants

Learner Objectives

- » Explain the concept of the BMC Helix Virtual Agent
- » Explain the architecture and features of BMC Helix Virtual Agent
- » Learn how to create and configure BMC Helix Virtual Agent
- » Import services from BMC Helix Digital Workplace Catalog
- » Create a Skills within IBM Watson Assistant
- » Explain IBM Watson Assistant dialog skill basics and options
- » Create intents, entities, and dialog nodes
- » Explain Out-of-the-box skills from BMC
- » Explain IBM skills and published Digital Workplace Catalog services
- » Add end-user interaction buttons with \$sys_options
- » Rebrand a Helix Virtual Agent
- » Customize the Helix Virtual Agent
- » Configure Search Providers
- » Explain Universal and Specialized Virtual Agents
- » Configure Communication Between Virtual Agents
- » Explore to localize Helix Virtual Agent using real-time translation

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SUBSCRIPTION ACTIVITIES

- » Scenarios
- » Demonstrations

CERTIFICATION PATH


- » This subscription includes the BMC Helix Virtual Agent Certification Path

REFERENCE LINKS

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

- » [Subscription Home Page](#)

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 | Duration | ASP | ILT | WBT | CERT |
|----------------------------------------------------------------------------------|----------|-----|-----|-----|------|
| BMC Helix Virtual Agent 22.x: Fundamentals Administering | 3 Days | | ✓ | | |
| BMC Certified Associate: Helix Virtual Agent 22.x for Administrators Online Exam | 2 Hours | | | | ✓ |

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