

# BMC HelixGPT 25.x: Fundamentals

## Administering for Service Management

Course Code: SPPT-GPTA-2510

### Modality

Instructor-Led Training (ILT)

### Duration

3 Days

### Applicable Versions

BMC HelixGPT 25.1

### Target Audience

- Administrators
- Consultants

## Course Overview

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management, helping in quicker problem resolution, better collaboration, and increased productivity.

Use BMC HelixGPT to analyze data quickly, generate content, optimize processes, and interact through conversational Q&A for incident and problem management. The AI-powered ServiceOps provides real-time recommendations based on historical and current data to support better decision-making.

BMC HelixGPT generates insights for incident analysis in a simplified, natural language, which helps agents find the root cause of the problem. It helps analyze and respond to employee queries and offers helpful interactions, enhancing the overall user experience.

This course combines various use cases of BMC HelixGPT embedded across multiple BMC Helix applications. With numerous examples and demonstrations, students will be guided through the basic concepts of administering BMC HelixGPT for Service Management applications.

## Learning Objectives

- BMC HelixGPT Overview
- Understand why HelixGPT is required
- Discuss how BMC HelixGPT delivers value across ServiceOps
- Explain the advantages and capabilities
- Discuss the use cases for multiple applications
- Understand the architecture and discuss LLMs, Prompts, and RAG
- Define Personas/Roles
- Discuss the process of configuring HelixGPT
- List the data sources and describe Data Ingestion
- Describe HelixGPT functionality with BMC Helix Virtual Agent
- Explore HelixGPT functionality in BMC Helix Digital Workplace Consoles
- Explore Employee Navigator and embedded Virtual Agent capabilities
- Publish data from Catalog Services to BMC HelixGPT
- Configure External Data Sources like Microsoft SharePoint
- Configure the Search Filters
- Discuss the Ask HelixGPT feature in ITSM
- Explore the HelixGPT Capabilities for BMC Helix Business Workflows like Ask HelixGPT, Global Search, and Automated email responses
- Modifying Seed Data for Skills
- List the Skills and Prompts required for HelixGPT capabilities for each application
- Describe HelixGPT capabilities for Live Chat
- Discuss registering a Custom Application built in Innovation Studio with HelixGPT Capabilities
- Explain Customizing prompts
- Exporting and importing skills

## Course Modules

### Module 1: Introduction to BMC HelixGPT

- BMC HelixGPT Overview
- Advantages and capabilities of BMC HelixGPT
- Why HelixGPT
- Use cases for ITSM
- Understand common GenAI Concepts like LLMs, Prompt Engineering, and RAG
- Understanding the BMC HelixGPT Architecture

### Module 2: Exploring BMC HelixGPT Configurations

- Explore HelixGPT Manager
- Discuss BMC HelixGPT Roles and Permissions
- Explore BMC Helix Innovation Studio
- Process for configuring BMC HelixGPT
- Provision and set up the Generative AI Provider
- Add your own model
- Configure Data Sources
- Ingest data

### Module 3: BMC HelixGPT-powered Virtual Agents

- Describe HelixGPT capabilities for BMC Helix Virtual Agent
- List the Assistant Service Providers
- Define Skills
- Add and link Prompts
- Describe Out-of-the-box Prompts
- Explore Router Prompt, Global Prompt, Fallback Prompt
- List Types of Prompts
- Define Prompt Versions
- Configure BMC HelixGPT to work with BMC Helix Virtual Agent

### Module 4: BMC HelixGPT with BMC Helix Digital Workplace

- Discuss HelixGPT capabilities for BMC Helix Digital Workplace
- Describe HelixGPT Powered Chat in BMC HelixGPT Digital Workplace
- Describe Employee Navigator
- Configure HelixGPT for Digital Workplace Consoles like Catalog and My Activity
- Creating Skills for BMC Helix Digital Workplace
- Adding or Linking Prompts
- Explore Image Prompt
- Configure HelixGPT for Digital Workplace Studio Pages
- Create a Search View
- Embed the Search View in Digital Workplace Studio Pages
- Embed the Virtual Agent in Digital Workplace
- Explain Search Settings

- Request Services through Embedded Virtual Agent

### Module 5: Publishing Catalog Services to HelixGPT

- Understand the significance of publishing services
- Describe publishing the Catalog Services through Digital Workplace Console
- Discuss publishing Catalog Services using HelixGPT Manager Application

### Module 6: Configuring External Data Sources

- Explain Data Sources
- Enable External Data source
- Add SharePoint as External Data Source
- Ingest data for SharePoint
- Enable SharePoint in Search Settings

### Module 7: HelixGPT with BMC Helix ITSM

- Explore the Ask HelixGPT feature in ITSM
- Discuss Knowledge providers for ITSM
- Configure the Search Filters
- Explore the out-of-the-box HelixGPT Skills in ITSM
- Modify Seed Data for Skills
- Configure Ask HelixGPT for ITSM
- Explore a use case

### Module 8: HelixGPT with BMC Helix Business Workflows

- Provide an overview of BMC HelixGPT and BMC Helix Business Workflows
- Define the Knowledge Search settings and supported filters for BMC HelixGPT
- List the Skills and Prompts required for HelixGPT capabilities for Business Workflows
- Discuss and Configure Ask HelixGPT, Global Search, and Automatically Respond to Emails to Resolve Cases features
- Explore a scenario of using Ask HelixGPT to expedite a case

### Module 9: BMC HelixGPT with Live Chat

- Explore the HelixGPT feature for Live Chat
- Discuss Fallback Prompt
- Explore a use case of HelixGPT transferring the conversation to Live Agent and providing case summary to expedite resolution

### Module 10: Registering a Custom Application

- Register a custom application in HelixGPT Manager
- Explore HelixGPT component in custom application views

### Module 11: More about Skills and Prompts

- Customizing Prompts
- Exporting and Importing Skills

#### Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 