

BMC HelixGPT 25.x: Fundamentals

Administering for Service Management



[Learning Path >](#)

Course Code: SPPT-GPTA-2530

Modality	Duration	Applicable Versions	Target Audience
Instructor-Led Training (ILT)	3 Days	BMC HelixGPT 25.30	<ul style="list-style-type: none">AdministratorsConsultants

Course Overview

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management. It helps 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.

AI agents in BMC HelixGPT are designed to operate with minimal human input. Powered by large language and action models, these agents can understand natural language, take appropriate actions, and learn from every interaction to deliver even better results over time. The AI agents in BMC HelixGPT work with BMC Helix Service Management and BMC Helix AIOps to multiple service management and operations management capabilities. In this course, we focus on the Employee Navigator, Service Collaborator, and Insight Finder Agents.

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

- Provide an overview of BMC HelixGPT
- Discuss how BMC HelixGPT delivers value across ServiceOps
- Discuss the use cases for multiple applications
- Explore HelixGPT Agent Studio
- Discuss the process of configuring HelixGPT
- List the data sources and describe Data Ingestion
- Discuss the prompt-based skills
- Describe various types of prompts
- Explore Employee Navigator and other HelixGPT capabilities in BMC Helix Digital Workplace
- Configure a BMC HelixGPT Agent-based Skill for Employee Navigator
- Create a HelixGPT-powered Virtual Agent
- Publish Catalog Services
- Configure external data sources like Microsoft SharePoint and Web
- Configure the Information Provider and Search filters
- Discuss the Service Collaborator features for Helix ITSM, such as Ask HelixGPT, Agentic chat
- Explore the Service Collaborator capabilities for BMC Helix Business Workflows, like Ask HelixGPT, Global Search
- Configure and use the DWP Live Chat Prompt
- Customize prompts
- Export and import skills
- Create a fully functional Custom agent
- Configure and use the Insight Finder Supervisor Agent on Helix Dashboards

Course Modules

Module 1: Introduction to BMC HelixGPT

- Explain the purpose of BMC HelixGPT
- Describe the core capabilities and advantages of BMC HelixGPT
- Explain how BMC HelixGPT delivers value across ServiceOps
- Explain the BMC HelixGPT Architecture
- List the system requirements for BMC HelixGPT
- List the supported applications and languages for BMC HelixGPT
- Understand common GenAI concepts like LLMs, Agentic-AI, Prompt-based skills and Agent-based skills
- Explore HelixGPT Agent Studio
- Explain BMC HelixGPT roles and permissions
- Describe HelixGPT use cases
- Describe how HelixGPT works in supporting applications

Module 2: Exploring BMC HelixGPT Configurations

- Configure BMC HelixGPT
- Provision and set up the Generative AI Provider
- Add your own AI model
- Configure data sources
- Ingest data by defining Data Connection jobs
- Ingest data by defining a schedule

Module 3: Exploring HelixGPT Prompt-based Skills with Digital Workplace

- Describe BMC Helix Digital Workplace
- Discuss HelixGPT capabilities for BMC Helix Digital Workplace
- Describe HelixGPT-powered Chat in BMC HelixGPT Digital Workplace
- Trigger queries using BMC HelixGPT
- Explore the Localization and response streaming features
- Explain Search settings for Digital Workplace
- Configure HelixGPT for Digital Workplace
- Create skills for BMC Helix Digital Workplace
- Add or link prompts
- Explore the out-of-the-box prompts
- Understand the DWP Knowledge prompt, Request prompt, People Profile prompt, and Image prompt
- Configure HelixGPT for BMC Helix Virtual Agent

Module 4: Exploring HelixGPT Agent-based Skills with Digital Workplace

- Describe the Employee Navigator and its benefits
- Access the Employee Navigator
- Configure the Employee Navigator
- Enable HelixGPT in the Catalog and My Activity Pages
- Configure HelixGPT in Digital Workplace Studio Pages
- Enable and test speech-to-text configuration for the Employee Navigator
- Configure a BMC HelixGPT Agent-based Skill for Employee Navigator
- Create and configure a Search view
- Configure the HelixGPT Information Providers

Module 5: Publishing Catalog Services to HelixGPT

- Explain the significance of publishing Catalog services
- Submit Service Requests through HelixGPT-powered Assistant
- Publish Catalog Services using the HelixGPT Agent Studio application
- Publish Catalog Services through Digital Workplace Catalog Console

Module 6: Configuring External Data Sources

- Explain data sources
- List the external data sources
- Enable external data sources
- Add SharePoint as an external data source
- Ingest data for SharePoint
- Enable SharePoint in Search settings
- Validate the Search provider as SharePoint
- Add Web as an external data source
- Ingest data for the Web data source
- Enable Web in Search settings
- Validate the Search provider as Web

Module 7: HelixGPT with BMC Helix ITSM

- Provide an overview of Service Collaborator with BMC Helix ITSM
- Explore the Ask HelixGPT feature in ITSM
- Explore the out-of-the-box HelixGPT skills in ITSM
- Add custom ITSM skills
- Modify Seed data for ITSM skills
- Configure Ask HelixGPT for ITSM
- Discuss Knowledge providers for ITSM
- Configure Search settings

Module 8: HelixGPT with BMC Helix Business Workflows

- Provide an overview of Service Collaborator in BMC Helix Business Workflows
- Explore BMC HelixGPT to get knowledge article summaries
- Explore the Ask HelixGPT feature
- Describe the benefits of Ask HelixGPT
- List supported and non-supported queries
- Describe the Global Chat feature
- Discuss the automatic response to emails to resolve cases feature
- Define the Knowledge Search settings for BMC HelixGPT
- List the skills and prompts required for HelixGPT capabilities for Business Workflows
- Configure skills for Business Workflows
- Configure Ask HelixGPT and Global Search
- Add filters to the Search settings for Business Workflows

Module 9: HelixGPT with Live Chat

- Provide an overview of Live Chat
- Explore the HelixGPT feature for Live Chat
- Configure the HelixGPT for Live Chat
- Leverage BMC HelixGPT to summarize chat conversations

- Use the DWP Live Chat Prompt
- Explore a use case of HelixGPT transferring the conversation to a live agent and providing a case summary to expedite resolution

Module 10: Exporting and Importing Skills

- Export skills
- Import skills
- Follow the best practices for exporting and importing skills

Module 11: Building Custom Agents

- Describe how agents use tools
- Create a custom tool
- Create a custom agent to use the tool
- Associate skill to the custom agent
- Test the custom agent

Module 12: Configuring Insight Finder

- Provide an overview of BMC Helix Dashboards and Insight Finder
- Describe Supervisor agents and sub-agents
- Configure the Model
- Configure the sub-agents of Insight Finder
- Create the Insight Finder Supervisor Agent
- Create and associate an Insight Finder Supervisor skill
- Enable and configure Insight Finder on BMC Helix Dashboards
- Access and use Insight Finder on BMC Helix Dashboards

Discount Options

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

Contact us for additional information 