BMC HelixGPT 25.x: Fundamentals Using Employee Navigator (WBT)

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ABSTRACT

Learning Path >

Course Code: SPPT-GPTE-2520

Modality	Duration	Languages Available	Applicable Versions	Target Audience
Web-based Training (WBT)	1 Hour	English, French, French (CA), Italian, German, Japanese, Korean, Chinese, Portuguese (BR), Spanish	BMC HelixGPT 25.2	• Users

Course Overview

An LLM-based AI Agent is designed to process natural language inputs and provide intelligent, context-aware responses. The AI Agent analyzes the query's intent, determines what actions it needs to take to respond, and provides a tailored response or takes appropriate action. Autonomous AI Agents work and act with minimal human intervention. Multiple AI Agents are powered by BMC HelixGPT in the AI Service Management and AI Operations Management space. One such agent is Employee Navigator. End users can find AI-generated answers to their queries in a conversational language from the Employee Navigator side panel in the end-user console. BMC HelixGPT powers the Employee Navigator and can be accessed on all devices, such as desktops, tablets, and mobiles.

This course combines descriptions of various concepts with multiple demonstrations to guide students through the use cases of Employee Navigator.

Learning Objectives

- Agentic AI Overview and concepts
- Introduction to AI Agents
- Benefits and capabilities of AI Agents
- AI Agents delivered by BMC
- Employee Navigator overview
- ReAct type Agents
- How Employee Navigator works
- Accessing Employee Navigator

Course Lessons

Lesson 1: Introduction to HelixGPT Agents
- Agentic AI Overview
- Concept of Agentic AI
- Benefits and capabilities of AI Agents
- AI Agents provided by BMC

Lesson 2: Exploring Employee Navigator
- Employee Navigator overview
- Agent Type ReAct
- How Employee Navigator works
- Accessing Employee Navigator
- Using Employee Navigator

Discount Options 🌐
Have multiple students? Contact us to discuss hosting a private class for your organization.
Contact us for additional information 🌐

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