BMC HelixGPT 25.x: Fundamentals Using Insight Finder (WBT)

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ABSTRACT

Learning Path >

Course Code: SPPT-GPTI-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

LLM-based AI Agents can 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, and provides a tailored response while taking 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 the Insight Finder. Using Insight Finder, users can rapidly generate dashboards based on natural language prompts. It simplifies and accelerates the process of creating dashboards, and improves the quality of insights derived from them.

This course combines descriptions of various concepts with multiple demonstrations to guide students through use cases of Insight Finder.

Learning Objectives

- Agentic AI Overview and concepts
- Introduction to AI Agents
- Benefits and capabilities of AI Agents
- AI Agents offered by BMC Helix
- Insight Finder overview
- ReAct type Agents
- How Insight Finder enhances dashboard creation
- Different types of Insight Finder prompts and functionalities
- Using Insight Finder: ITSM use cases of dashboard creation

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 Insight Finder
- Overview and benefits of Insight Finder
- Insight Finder schema: ITSM views
- Process of building dashboards using Insight Finder
- Different types of Insight Finder prompts and functionalities
- List of visualizations supported by Insight Finder
- Using Insight Finder: ITSM use cases of dashboard creation

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

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