

# BMC HelixGPT 25.x: Fundamentals Using Service Collaborator (WBT)



ABSTRACT

Course Code: SPPT-GPTS-2530

Learning Path >

| Modality                 | Duration | Course Languages   | Applicable Versions | Target Audience |
|--------------------------|----------|--|---------------------|-----------------|
| Web-based Training (WBT) | 1 Hour   | English, French, French (CA), Italian, German, Japanese, Korean, Chinese, Portuguese (BR), Spanish | BMC HelixGPT 25.3   | 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 Service Collaborator.

End users, service agents, case agents, and case business analysts can find AI-generated answers to their queries in a conversational language from the Chat panel or Ask HelixGPT tab in the ticket or case console. It also facilitates agent assist, auto email responses, intelligent routing and categorization, smart resolution, and summarization to improve response times and reduce dependency. BMC HelixGPT powers the Service Collaborator and can be accessed on all devices, such as desktops, tablets, and mobile devices.

This course combines descriptions of various concepts, features and multiple demonstrations to guide students through the use cases of Service Collaborator in BMC Helix ITSM and BMC Helix Business Workflows.

## Learning Objectives

- Agentic AI Overview and concepts
- Introduction to AI Agents
- Benefits and capabilities of AI Agents
- Agentic AI framework
- AI Agents delivered by BMC Helix
- Service Collaborator overview for BMC Helix ITSM
- Benefits of Service Collaborator in BMC Helix ITSM
- How Service Collaborator works
- Accessing Service Collaborator in BMC Helix ITSM
- Use case demonstrations of Service Collaborator in BMC Helix ITSM
- Service Collaborator overview for BMC Helix Business Workflows
- Benefits of Service Collaborator in BMC Helix Business Workflows
- Accessing Service Collaborator in BMC Helix Business Workflows
- Use case demonstrations of Service Collaborator in BMC Helix Business Workflows

## Course Lessons

### Lesson 1: Introduction to HelixGPT Agents

- Agentic AI Overview
- Concept of Agentic AI
- Benefits and capabilities of AI Agents
- Agentic AI framework
- AI Agents provided by BMC Helix

### Lesson 2: Exploring Service Collaborator in BMC Helix ITSM

- Service Collaborator overview
- Skills available for Service Collaborator in BMC Helix ITSM
- How Service Collaborator works
- Accessing Service Collaborator
- Using Service Collaborator in BMC Helix ITSM

### Lesson 3: Exploring Service Collaborator in BMC Helix Business Workflows

- Service Collaborator overview
- Skills available for Service Collaborator in BMC Helix Business Workflows
- Configuring Service Collaborator
- How Service Collaborator works
- Accessing Service Collaborator
- Using Service Collaborator in BMC Helix Business Workflows

ABSTRACT

#### Discount Options

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

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