BMC HR Case Management 4.6: Using

Course Overview

BMC HR Case Management, built on the Remedy platform, enables HR organizations to reduce costs, improve productivity, and provide a better overall user experience.

This self-paced, online course introduces BMC HR Case Management 4.6 and instructs HR users how to access the Case Console to look at cases, manage, and work on assigned cases.

Course Objectives

- Navigate BMC HR Case Management 4.6
- Articulate common BMC HRCM roles
- Create appointments, broadcasts, and reminders
- Create, manage, and approve cases
- Create, modify, and clone solutions
- Run reports
- Create and assign tasks
- Explain the Message Console
COURSE ABSTRACT

COURSE ACTIVITIES

» Demonstration
» Product Simulations
» Quizzes

ACCREDITATION AND CERTIFICATION PATHS

» This course is not part of a BMC Certification Path

DISCOUNT OPTIONS

» Have multiple students? Contact us to discuss hosting a private class for your organization
» Contact us for additional information

Course Modules

Module 1: BMC HR Case Management

» Introduction to BMC HR Case Management
  – BMC HR Case Management Overview
  – Benefits of HRCM
  – Navigating HRCM

» HRCM Actions
  – Reviewing the BMC HRCM Actions menu
  – Adding appointments, reminders, and documents
  – View my calendar and history

» Managing Cases
  – Navigating the Cases tab
  – Creating and modifying cases
  – Assigning and cloning cases

» Managing Solutions
  – Defining solutions in HRCM
  – Creating, modifying, and cloning solutions

» Additional Features
  – Report Console
  – People Console
  – Tasks tab
  – Messages tab