



BMC HR Case Management 4.6: Using

COURSE ABSTRACT

COURSE CODE

- » SPPT-HCMU-0460

PRODUCT RELEASE

- » BMC HR Case Management 4.6

DELIVERY METHOD

- » Web-Based Training (WBT)

COURSE DURATION

- » 1 Hour

TARGET AUDIENCE

- » HR Application Users
- » Consultants

PREREQUISITES

- » None

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



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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
 - Solution Types
- » Additional Features
 - Report Console
 - People Console
 - Tasks tab
 - Messages tab

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