BMC Helix Chatbot 20.x: Fundamentals Administering (ASP)

COURSE ABSTRACT

COURSE CODE

» SPPT-HXCA-2002-ASP

APPLICABLE VERSIONS

» BMC Helix Chatbot 20.02
» BMC Helix Cognitive Automation 20.02

DELIVERY METHOD 🌐

» Assisted Self-paced (ASP)
  – Student and lab guide as eBook
  – Product community for questions and answers
  – Course recording via WBT
  – Access to instructor for up to 1.5 hours by appointment (use within 90 days of registration)

COURSE DURATION 🌐

» 3 Days (Equal to 24 Hours)

PREREQUISITES

» None

Course Overview

BMC Helix delivers cognitive service management that is fast, accurate, cost effective and is available to run on your choice of cloud, in a hybrid model, or in your own data center. The BMC Helix solution's cognitive capabilities, meanwhile, can help reduce support costs. For example, intelligent chatbots can handle user queries and questions. Additionally, the BMC Helix solution provides tools for managing and monitoring multi-cloud solutions.

In this course, you will learn the configuration and use of the BMC Helix Chatbot that makes it easy for employees to access IT information and services using natural language, across any channel they choose, without even leaving their current application.

NOTE: This training does not provide an environment for hands-on lab exercises; it provides a student guide that has step-by-step instructions on how to perform the lab exercises, that you can use for your own environment.

IMPORTANT: Included in this course is the examination for **BMC Certified Associate: Helix Chatbot 20.x for Administrators Online Exam**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Helix Chatbot 20.x: Fundamentals Administering* course are automatically enrolled in the exam. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: Helix Chatbot 20.x for Administrators**.

Target Audience

» Administrators
» Developers

Learner Objectives

» Explain the components of the BMC Helix Chatbot
» Learn how to create and configure BMC Helix Chatbot
» Introduction to how to create a Skills within IBM Watson Assistant, including the creation of intents, entities, and dialog nodes
» Learn to integrate BMC Helix Chatbot with external communication channels, including Slack, Skype for Business and other
» Learn to integrate BMC Helix Chatbot with BMC applications
» Explore to localize Helix Chatbot using real-time translation
» Learn about out-of-the-box reports available for BMC Helix Chatbot
» Introduction on how to use BMC Helix Cognitive Automation for the automatic categorization of tickets within Helix ITSM
» Troubleshoot common issues/errors

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

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COURSE ACTIVITIES

» Classroom Presentations
» Demonstrations

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is part of the **BMC Certified Associate: Helix Chatbot 20.x for Administrators Online** 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: Getting Started with BMC Helix Chatbot
» Introduction to Helix Chatbot
» Explaining Chatbot Architecture

Module 2: Exploring the Best Practice
» Identifying Best Operational Practices for Helix Chatbot

Module 3: Integrating Chatbot with BMC Applications
» Introduction to Remedy SSO OAuth 2.0 Authentication
» Integration with DWP Advanced and Business Workflows
» Interactive Chat Options in Chatbot Conversations

Module 4: Administering BMC Helix Chatbot
» Setting Up BMC Helix Chatbot
» Introducing IBM Watson Assistant

» Customizing Chatbots

Module 5: Configuring Live Chat, Cognitive Insight and Usage Reports
» Configuring Live Chat and Cognitive Insight
» Generating Chatbot Usage Reports

Module 6: Integrating Chatbot with Communication Channels
» Adding a Chatbot and Conversational Capabilities to Your Application
» Configuring Communication Channels

Module 7: Troubleshooting
» Troubleshooting Issue

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