BMC Helix Virtual Agent 22.x: Fundamentals Administering (SPT)

COURSE ABSTRACT

COURSE CODE

» SPPT-HXVA-2210-SPT

APPLICABLE VERSIONS

» BMC Helix Virtual Agent 21.3 and 22.1

DELIVERY METHOD 🌐

» Self-Paced Training (SPT)
  – Product community for questions and answers
  – Course recording via Web-based Training

VIRTUAL LAB ACCESS

» None. Contact the Training Coordinator for BMC Training in your organization or **education@bmc.com** for assistance.

COURSE DURATION

» Equal to 3 Days

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 Virtual Agents can handle user queries and questions. Additionally, the BMC Helix solution provides tools for managing and monitoring multi-cloud solutions.

In this course, we will introduce you to the configuration and use of the BMC Helix Virtual Agent 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.

IMPORTANT: This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises.

Target Audience

» Administrators
» Developers

Learner Objectives

» Explain the concept of the BMC Helix Virtual Agent
» Explain the architecture and features of BMC Helix Virtual Agent
» Learn how to create and configure BMC Helix Virtual Agent
» Import services from BMC Helix Digital Workplace Catalog
» Create a Skills within IBM Watson Assistant
» Explain IBM Watson Assistant dialog skill basics and options
» Create intents, entities, and dialog nodes
» Explain Out-of-the-box skills from BMC
» Explain IBM skills and published Digital Workplace Catalog services
» Add end-user interaction buttons with $sys_options
» Rebrand a Helix Virtual Agent
» Customize the Helix Virtual Agent
» Configure Search Providers
» Configure Live Chat
» Explain Universal and Specialized Virtual Agents
» Configure Communication Between Virtual Agents
» Explore to localize Helix Virtual Agent using real-time translation

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

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RECOMMENDED TRAINING

» BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)
» BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)

COURSE ACTIVITIES

» Video Coaching
» Community Access

CERTIFICATION PATH 🌐

» This course is part of the **BMC Certified Associate: Helix Virtual Agent 22.x for Administrators** 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: Getting Started with BMC Helix Virtual Agent
» Introduction to Helix Virtual Agent
» Explaining Virtual Agent Architecture

Module 2: Administering BMC Helix Virtual Agent
» Identifying Best Operational Practices for Helix Virtual Agent
» Creating a BMC Helix Virtual Agent

Module 3: Publishing a Digital Workplace Catalog Service
» Importing a Service from Digital Workplace Advanced
» Importing Services with Dependent Questions
» Republishing a Service

Module 4: Exploring IBM Watson Assistant Dialogs
» Explaining IBM Watson Assistant dialog skill basics and options
» Creating intents, entities, and dialog nodes
» Explaining Out-of-the-box skills from BMC

» Explaining IBM skills and published Digital Workplace Catalog services
» Adding end-user interaction buttons with $sys_options

Module 5: Customizing a BMC Helix Virtual Agent
» Rebranding a Helix Virtual Agent
» Customizing the Helix Virtual Agent
» Configuring Dynamic Options
» Viewing Notifications and Broadcasts

Module 6: Exploring Search Providers
» Setting Search Providers
» Configuring Cognitive Search for BMC Helix Virtual Agent
» Configuring Cognitive Search Using Smart Document
» Leveraging BMC Helix Knowledge Management via ComAround
» Leveraging Multiple Knowledge Sources

Module 7: Configuring Live Chat
» Enabling Live Chat
» Configuring Live Chat

» Identifying Benefits of Using Live Chat
» Summarizing Conversations for Support Agents
» Sending Chat Transcripts to Users via Email
» Sharing Files with Live Agent

Module 8: Multiple Virtual Agents
» Viewing Existing Chatbots
» Explaining Universal and Specialized Virtual Agents
» Configuring Communication Between Virtual Agents
» Transferring Conversations from one Virtual Agent to Another

Appendix A: Localization
» Explaining localization and its benefits
» Localizing virtual agent
» Explaining real-time translation of virtual agent conversation
» Using localized skill file

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