



BMC Helix Business Workflows 21.x: Fundamentals Administering Skills Assessment

Certification Brief

SKILLS ASSESSMENT NAME

- › BMC Helix Business Workflows 21.x: Fundamentals Administering Skills Assessment

CERTIFICATION Exam CODE

- › SPPT-SKILL-BWFA2105

APPLICABLE VERSIONS

- › BMC Helix Business Workflows 21.05

REQUIRED PREREQUISITES

- › *NONE*

TARGET AUDIENCE

- › BMC Helix Business Workflows Administrators

ASSESSMENT DETAILS

- › Assessment duration is 2 Hours

COURSE REGISTRATION

Choose from the following options to register for a BMC Education Services course:

- › Register online for BMC Software courses at: www.bmc.com/education
- › Contact your [BMC Education Advisor](#) for help with registration

PURPOSE OF SKILLS ASSESSMENT

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Platform, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's need. The BMC Helix Business Workflows 21.x: Fundamentals Administering Skills Assessment is to be taken by customers and partners to check their skills for key BMC Helix Business Workflows product areas BEFORE registering for any BMC Helix Business Workflows trainings. Based on the result analysis, BMC can provide a recommendation which training courses would fill potential skill gaps. The skills assessment is not an exam and is not meant to test individuals but provide students and teams an overview of existing and missing skills to select the appropriate training. Assessment takers shouldn't prepare and also not retake the assessment to avoid receiving the incorrect recommendations.

Reviewed Skills

The knowledge around the following topics is checked:

- › BMC Helix Business Workflow overview, features, and roles
- › Explain the concept of BMC Helix Business Workflows for a line of business
- › Define basic services and make them available to employees
- › Create and use case and task templates
- › Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together
- › Create questionnaires and dynamic case fields and configure dynamic assignments
- › Explain how to leverage approvals and notifications and use automated tasks
- › Explain the concept of flowsets and various concepts related to service targets
- › Explain the concepts related to Document Library and Knowledge Articles

Getting Started

Step 1.

Register for the skills assessment. The skills assessment is free of charge for all customers and partners.

Step 2.

Review the assessment results yourself or ask BMC to provide a report and feedback with training recommendations.