



# BMC Helix Chatbot 20.x: Fundamentals Administering Skills Assessment

## Certification Brief

### SKILLS ASSESSMENT NAME

- › BMC Helix Chatbot 20.x: Fundamentals Administering Skills Assessment

### CERTIFICATION EXAM CODE

- › SPPT-SKILL-HXCA2002

### APPLICABLE VERSIONS

- › BMC Helix Chatbot 20.02
- › BMC Helix Cognitive Automation 20.02

### REQUIRED PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators and Developers

### ASSESSMENT DETAILS

- › 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](http://www.bmc.com/education)
- › Contact your [BMC Education Advisor](#) for help with registration

## PURPOSE OF SKILLS ASSESSMENT

BMC Helix delivers Cognitive Service Management that is fast, accurate, cost-effective, and 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.

BMC Helix Chatbot is such an application that interacts with users through natural language, understands the conversation context, and performs tasks on behalf of the user. It helps users to resolve their issues or search for any information they need by providing the capabilities, such as immediate assistance to issues raised by the users and provides easy-to-find information, reduction in human error and dependency by eliminating human intervention for certain tasks, and reduction in company's costs and resources.

The **BMC Helix Chatbot 20.x: Fundamentals Administering Skills Assessment** is to be taken by customers and partners to check their skills for key product areas **BEFORE** registering for any Helix Chatbot training. Based on the result analysis, BMC can provide a recommendation on which training courses would fill potential skill gaps. The skills assessment is not an exam and is not meant to test individuals but to 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:

- › Components of the BMC Helix Chatbot
- › Skill, intents, and entities
- › Localization and summarization
- › BMC Helix Platform data sets
- › BMC Helix Chatbot configuration

## 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.