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BMC Helix Virtual Agent 22.x: Fundamentals Administering Skills Assessment

Certification Brief

SKILLS ASSESSMENT NAME

› BMC Helix Virtual Agent 22.x: Fundamentals Administering Skills Assessment

CERTIFICATION Exam CODE

› SPPT-SKILL-HXVA2210

APPLICABLE VERSIONS

› BMC Helix Virtual Agent 22.10

REQUIRED PREREQUISITES

› *NONE*

TARGET AUDIENCE

› Administrators and Developers

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 Virtual 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 Virtual Agent 22.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:
» Explain the concept, architecture, and features of the 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 and customize the Helix Virtual Agent
» Configure Search Providers and Live Chat
» Explain Universal and Specialized Virtual Agents
» Configure Communication Between Virtual Agents
» Explore to localize Helix Virtual Agent using real-time translation

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.

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

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