

BMC VIRTUAL AGENT 8.1: USING

COURSE CODE

» SPPT-VAUS-0810

PRODUCT RELEASE

» BMC Virtual Agent 8.1

DELIVERY METHOD

» Web Based Training (WBT)

COURSE DURATION

» 2 hours

TARGET AUDIENCE

» Support Agents
» Self-Service End Users

PREREQUISITES

» None

Course Overview

BMC Virtual Agent is an easy-to-use self-service portal with virtual and live chat, service catalog, and knowledge management used by support agents and self-service users. It provides an animated virtual support agent that uses artificial intelligence to resolve customer issues.

The *BMC Virtual Agent 8.1: Using* online course teaches support agents and self-service end users how to effectively use the BMC Virtual Agent portal, including the Self Service Portal and the Support Agent Console. Guided demonstrations and end-of-lesson quizzes give participants an opportunity to reinforce their learning.

Course Objectives

- » Describe BMC Virtual Agent
- » Describe features and related business benefits
- » Describe user roles and permissions for each role
- » Describe BMC Virtual Agent process flow
- » Explain how to use and navigate the Self Service Portal and Support Agent Console

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COURSE ACTIVITIES

- » Module level quizzes
- » Application simulations
- » End-of-course exam

CERTIFICATION PATH

- » NA

DISCOUNT OPTIONS

- » Have multiple students?
Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Modules

1	INTRODUCTION TO BMC VIRTUAL AGENT	2	VIRTUAL AGENT CONSOLES AND ACTIVITIES
	<ul style="list-style-type: none"> » BMC Virtual Agent Overview » User Roles » BMC Virtual Agent Process Flow 		<ul style="list-style-type: none"> » Access Virtual Agent: Self Service User and IT Staff » Virtual Agent Portals and Console
3	USING THE SELF SERVICE PORTAL	4	USING THE SUPPORT AGENT CONSOLE
	<ul style="list-style-type: none"> » Self Service Portal Introduction » Self Service User and Virtual Agent » Self Service User and Live Agent 		<ul style="list-style-type: none"> » Support Agent Console Introduction » Chat with Self Service Users » Manage Chat Sessions » Create Chat Aids