

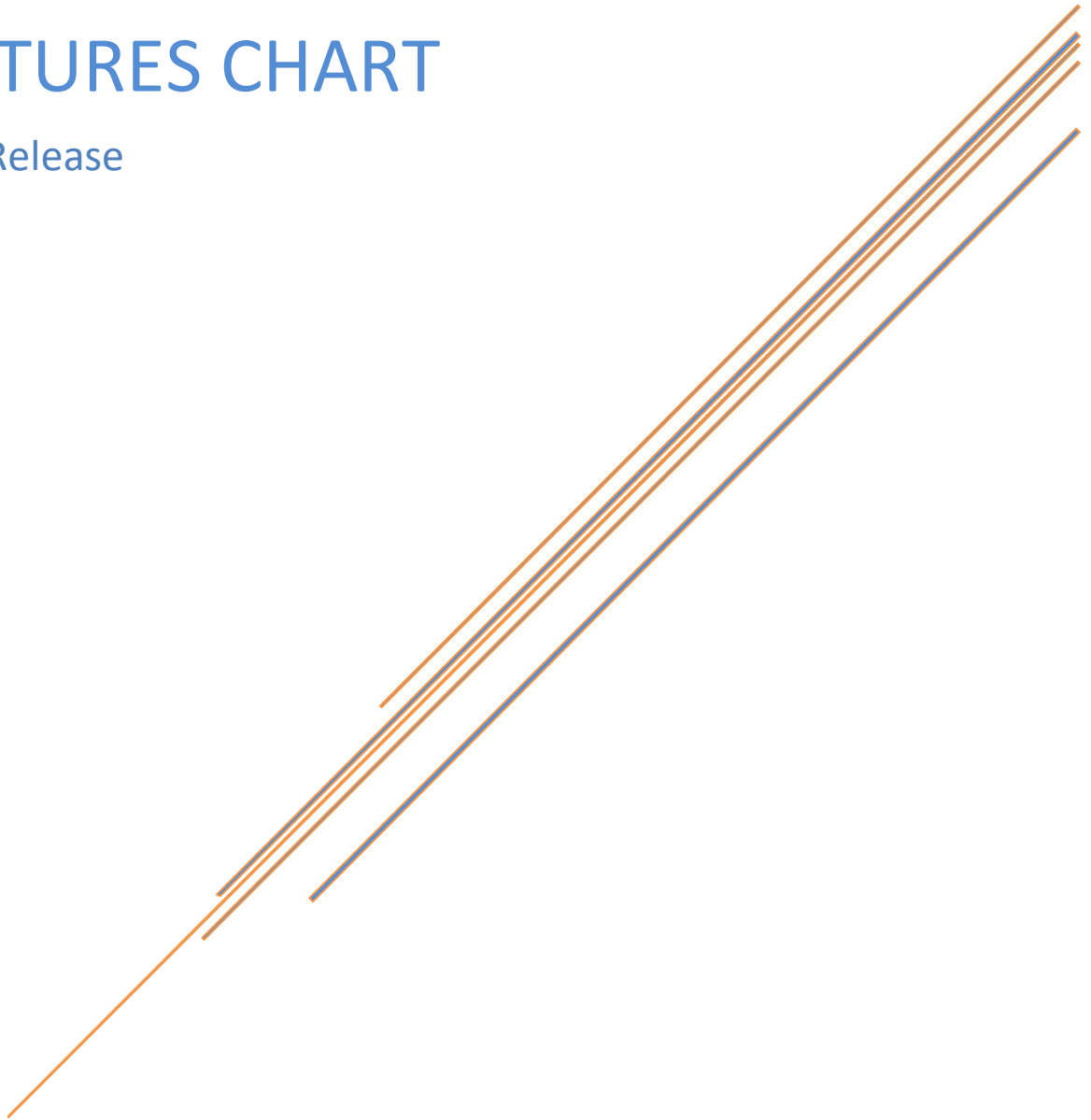


**bmc**

Digital Workplace

## FEATURES CHART

18.02 Release



## BMC Digital Workplace 18.02 Feature Chart (March 2018)

| Feature                  | Description                                                                                                              | Basic | Advanced |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------|-------|----------|
| Self-Service catalog     | End users can browse or search a service catalog to submit incidents and requests without the assistance of an agent.    | ✓     | ✓        |
| Approvals                | Approvers can approve, deny or put requests on hold                                                                      | ✓     | ✓        |
| Knowledge                | Search for knowledge articles, provide feedback and see similar articles. Indicate article was useful and send feedback. | ✓     | ✓        |
| SRM Integration          | Access existing SRM service request definitions from ITSM.                                                               | ✓     | ✓        |
| Activity Timeline        | Display the status of incidents, requests, approvals, and reservations.                                                  | ✓     | ✓        |
| General Broadcasts       | Broadcast notifications to end users.                                                                                    | ✓     | ✓        |
| On-Behalf-Of             | Submit incidents and requests on behalf of other end users                                                               | ✓     | ✓        |
| Mobile and Web Clients   | Native iOS and Android apps Web client for desktop browsers.                                                             | ✓     | ✓        |
| User Reports             | Display usage reports showing which users accessed the system, when and on which devices. Export reports as CSV.         | ✓     | ✓        |
| Save as Favorite         | Users can save services and knowledge as favorites to save time.                                                         | ✓     | ✓        |
| Web Client Branding Tool | Ability to rebrand the web client by changing the logo, colors.                                                          | ✓     | ✓        |
| VirtualChat (Live Chat)  | End users can get support from service desk agents through a live web chat.                                              |       | ✓        |
| Appointments             | Make calendar appointments with the service desk based on availability.                                                  |       | ✓        |
| Location                 | Display office locations, building floorplans, resources based on the user's location.                                   |       | ✓        |
| Service Health/Alerts    | Display the health status of services and get alerts during service outages.                                             |       | ✓        |
| Shopping Cart            | Add multiple service requests to a shopping cart for later checkout. Cart is persistent across sessions.                 |       | ✓        |
| Banners                  | Display images in the catalog to feature services with a consumer-like experience                                        |       | ✓        |
| Rich Profiles            | Display catalog services with images, videos, rich text descriptions, attachments.                                       |       | ✓        |
| Ratings and Reviews      | End users can rate services and write reviews to help other users to provide a more consumer-like experience.            |       | ✓        |
| Questionnaire Designer   | Graphically design questionnaires for end users to submit requests. Templates speed creating multiple questionnaires.    |       | ✓        |
| Workflow Designer        | Graphically create workflows to define how services are fulfilled.                                                       |       | ✓        |
| Bundles                  | Combine multiple services to simplify ordering. Services can be optional or required. Simplify employee onboarding.      |       | ✓        |
| Impersonation            | Ability to view the catalog as another user and act on their behalf to submit incidents and requests.                    |       | ✓        |
| Service Costing          | Set one time and recurring price and cost of services. Include optional adjustments for administrative costs or rebates. |       | ✓        |
| Reporting                | Reports on service popularity, accrued costing, supplier performance against SLA.                                        |       | ✓        |

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|                             |                                                                                                                                                                                                                                       |  |   |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---|
| Connectors                  | Connect to BMC and 3 <sup>rd</sup> party products to enable fulfillment of services.                                                                                                                                                  |  | ✓ |
| Import 3rd Party Catalogs   | Import multiple catalogs to enable users to make requests from a single catalog.                                                                                                                                                      |  | ✓ |
| Catalog APIs                | REST APIs to perform actions such as import services, search, submit requests, change entitlements. <a href="#">See full list of APIs</a>                                                                                             |  | ✓ |
| Action/Triggers             | Update question responses with information from ITSM forms to save users time.                                                                                                                                                        |  | ✓ |
| Pre-Populate answers        | Prepopulate questions from previous questionnaires when requesting bundles or multiple items through the shopping cart.                                                                                                               |  | ✓ |
| Integration Service Support | Integrate with 3 <sup>rd</sup> party products or services through REST APIs. <a href="#">Learn more about the Integration Service</a>                                                                                                 |  | ✓ |
| Chatbot Support             | Integrate with the BMC Chatbot to enable users to search knowledge, submit requests. <a href="#">Learn more about the Chatbot.</a>                                                                                                    |  | ✓ |
| Multiple-Language Support   | Display the service catalog in more than 20 languages based on the end user's device. Export and import localizations.                                                                                                                |  | ✓ |
| MyStuff / Service Actions   | Display services and assets that the user has on one screen. Enables users to take actions on these items such as reporting incidents, requesting enhancements, returning, and more. Create service actions specific to each service. |  | ✓ |

## BMC Digital Workplace 18.02 Feature Chart (March 2018)

### Digital Workplace Compared to MyIT

| Feature                     | MyIT Self Service (Withdrawn) | MyIT Premium (Withdrawn) | MyIT Digital Workplace (Withdrawn) | MyIT Service Broker (Withdrawn) | Digital Workplace Basic | Digital Workplace Advanced |
|-----------------------------|-------------------------------|--------------------------|------------------------------------|---------------------------------|-------------------------|----------------------------|
| Self-Service Catalog        | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| Approvals                   | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| Knowledge                   | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| SRM Integration             | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| Activity Timeline           | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| General Broadcasts          | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| On-Behalf-Of                | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| Mobile and Web Clients      | ✓                             | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| User Reports                |                               | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| Save as Favorite            |                               | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| Web Client Branding Tool    |                               | ✓                        | ✓                                  |                                 | ✓                       | ✓                          |
| VirtualChat (Live Chat)     |                               | ✓                        | ✓                                  |                                 |                         | ✓                          |
| Appointments                |                               | ✓                        | ✓                                  |                                 |                         | ✓                          |
| Location                    |                               | ✓                        | ✓                                  |                                 |                         | ✓                          |
| Service Health/Alerts       |                               | ✓                        | ✓                                  |                                 |                         | ✓                          |
| Shopping Cart               |                               |                          | SaaS Only                          | ✓                               |                         | ✓                          |
| Banners                     |                               |                          | SaaS Only                          | ✓                               |                         | ✓                          |
| Rich Profiles               |                               |                          | SaaS Only                          | ✓                               |                         | ✓                          |
| Ratings and Reviews         |                               |                          |                                    | ✓                               |                         | ✓                          |
| Questionnaire Designer      |                               |                          |                                    | ✓                               |                         | ✓                          |
| Impersonation               |                               |                          |                                    | ✓                               |                         | ✓                          |
| Bundles                     |                               |                          |                                    | ✓                               |                         | ✓                          |
| Service Costing             |                               |                          |                                    | ✓                               |                         | ✓                          |
| Reporting                   |                               |                          |                                    | ✓                               |                         | ✓                          |
| Connectors                  |                               |                          |                                    | ✓                               |                         | ✓                          |
| Import 3rd Party Catalogs   |                               |                          |                                    | ✓                               |                         | ✓                          |
| Catalog APIs                |                               |                          |                                    | ✓                               |                         | ✓                          |
| Action/Triggers             |                               |                          |                                    |                                 |                         | ✓                          |
| Pre-Populate Answers        |                               |                          |                                    |                                 |                         | ✓                          |
| Integration Service Support |                               |                          |                                    |                                 |                         | ✓                          |
| Chatbot Support             |                               |                          |                                    |                                 |                         | ✓                          |
| Multiple-Language Support   |                               |                          |                                    |                                 |                         | ✓                          |
| MyStuff / Service Actions   |                               |                          |                                    |                                 |                         | ✓                          |