Workplace Intelligence on the Rise

Market trends clearly show the rapidly growing role and value of intelligent applications in the enterprise. Businesses also find themselves struggling with a single path to service options, often at the expense of the employee experience. Keyword searches are often limited to specific keywords and users spend more time than necessary searching for services and resolution. As organizations seek to attract, recruit, and retain top talent, modern technology experiences will help differentiate them as forward-looking and on the front lines of innovation.

BMC Solution

Helix Chatbot offers intelligent, omni-channel experiences to drive employee engagement and productivity via Helix Business Workflows and Helix Digital Workplace. These intelligent applications are crucial for addressing changing expectations around compelling user experiences. The value of this approach goes beyond convenience; AI-powered experiences make digital services easier for IT organizations to deploy and easier and more appealing for employees to consume.

Key Features

- **Chatbot**: users can find and request services through a conversational and personalized interface
- **Omni-Channel Engagement**: users can use natural language to find the solutions and knowledge needed to resolve their issue in Helix Digital Workplace
- **Service Delivery**: the Chatbot can call and execute custom processes and workflows created in the platform
- **Skype for Business – Office 365**: Create a contact in Skype for Business – Office 365 that end users can use to communicate with the Chatbot
- **SMS Messaging**: End users can use the Chatbot from their mobile devices without needing to access an additional app
- **Web Chat**: users can view the full status of their requests and rate knowledge that the Chatbot has provided

Key Benefits

- **Modern user experience** powered by proactive, predictive, automated, and highly accurate service delivery
- **Omni-Channel experiences** give users the ability to access services across channels without having to leave their current application and log into a separate portal
- **Speed and efficiency** to reduce cost, improve satisfaction, and free up resources for higher priorities like multi-cloud management

---

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.

BMC – Bring IT to Life.

BMC, BMC Software, the BMC logo, and the BMC Software logo, and all other BMC Software product and service names are owned by BMC Software, Inc. and are registered or pending registration in the U.S. Patent and Trademark Office or in the trademark offices of other countries. All other trademarks belong to their respective companies. © Copyright 2018 BMC Software, Inc.

PRODUCT DETAILS

Helix Business Workflows
Self-Service with Helix Business Workflows through Helix Chatbot

- **Business Value**: Enables users to interact with Helix Chatbot in natural language and request services in the Helix Business Workflows catalog or search for knowledge articles in a conversational interface.
- **Products Used**: Helix Chatbot, Helix Innovation Suite, Helix Business Workflows, and IBM® Watson® Conversation Service
- **Optional Products**: Slack, O365 Skype for Business, Twilio for SMS

Helix Digital Workplace
Self-Service with Helix Digital Workplace through Helix Chatbot

- **Business Value**: Enables users to interact with Helix Chatbot in natural language and create cases in Helix Digital Workplace Catalog or search for knowledge articles in a conversational interface.
- **Products Used**: Helix Chatbot, Helix innovation Suite, Helix Digital Workplace Advanced and IBM® Watson® Conversation Service
- **Optional Products**: Slack, O365 Skype for Business, Twilio for SMS

FOR MORE INFORMATION
To learn more about Helix Chatbot, please visit bmc.com/chatbot

Chatbot Skype for Business
Chatbot SMS

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.