

BMC Helix Chatbot

Empower the digital workplace with enterprise chatbots

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.**

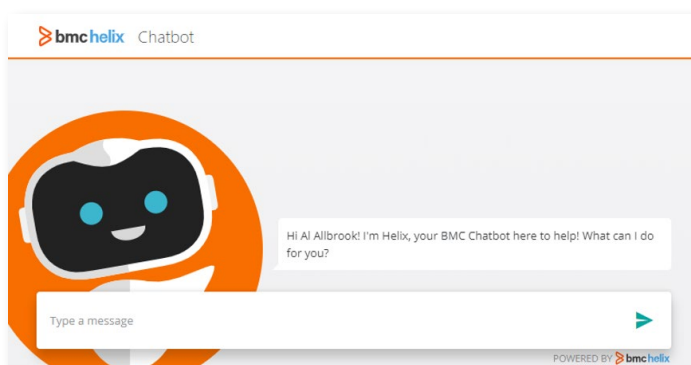
BMC SOLUTION

BMC Helix Chatbot offers intelligent, omni-channel experiences to drive employee engagement and productivity via BMC Helix Digital Workplace and BMC Helix Business Workflows. 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.**



2020

\$60 billion in productivity improvements annually for U.S. enterprises¹ that leverage AI and automation.



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

PRODUCT DETAILS

BMC Helix Digital Workplace

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

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

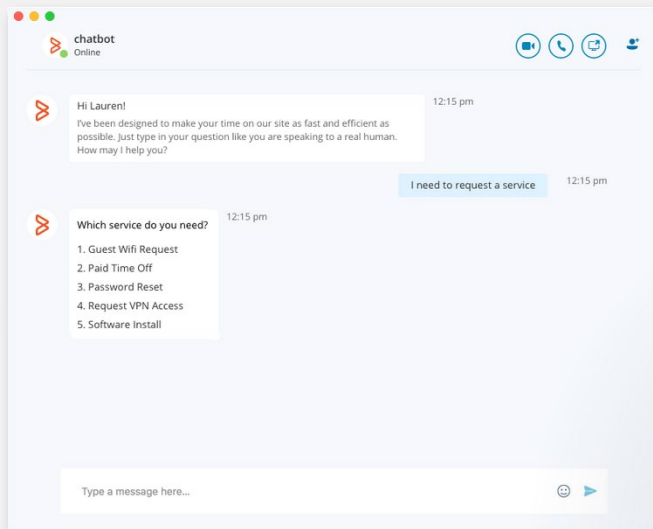
BMC Helix Business Workflows

Self-service with BMC Helix Business Workflows through BMC Helix Chatbot

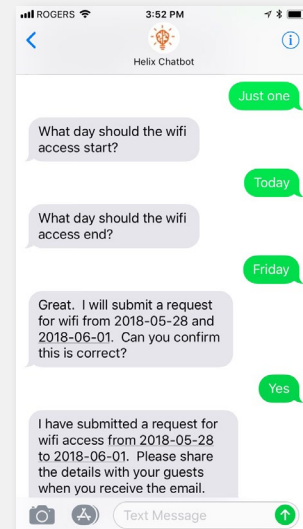
- **Business Value:** Enables users to interact with BMC Helix Chatbot in natural language and request services in the BMC Helix Business Workflows catalog or search for knowledge articles in a conversational interface.
- **Products Used:** BMC Helix Chatbot, BMC Helix Innovation Suite, BMC Helix Business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

FOR MORE INFORMATION

To learn more about BMC Helix Chatbot, please visit bmc.com/chatbot



 Chatbot Skype for Business



 Chatbot SMS

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

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