

BMC Helix Virtual Agent

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.**

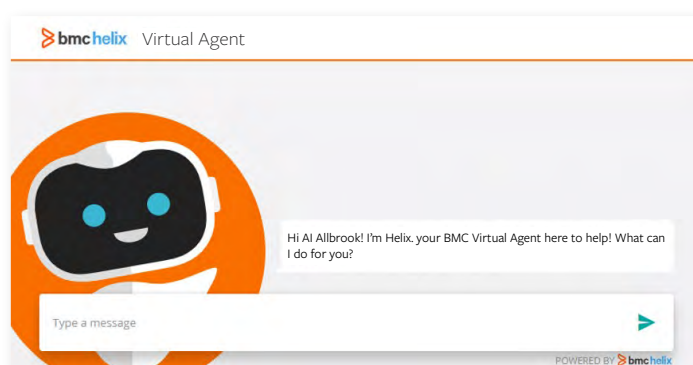
BMC SOLUTION

BMC Helix Virtual Agent offers intelligent, omni-channel experiences to drive employee engagement and productivity via BMC Helix Digital Workplace, BMC Helix Business Workflows, and BMC Helix Cloud Cost. 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

- **Conversational and Personalized:** End users can request knowledge, services, and more through intuitive and personalized conversations using natural language.
- **Omni-Channel Engagement:** Offers users their channel of choice; Microsoft Skype, Microsoft Teams, Slack, Web, SMS, and more...
- **Ultimate Service Experience:** Deliver services, execute custom processes, and automate workflows across the enterprise.
- **BMC Helix Cloud Cost Integration:** Get insight into cloud resource costs as well as receive budget recommendations to optimize costs right from the BMC Helix Virtual Agent.

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 multicloud management

PRODUCT DETAILS

BMC Helix Digital Workplace

Self-Service with BMC Helix Digital Workplace through BMC Helix Virtual Agent:

- **Business Value:** Enables users to interact with BMC Helix Virtual Agent in natural language to request services, applications and more from the BMC Helix Digital Workplace Catalog or search for knowledge articles in a conversational interface.
- **Products Used:** BMC Helix Virtual Agent, BMC Helix Platform, BMC Helix Digital Workplace Advanced and IBM Watson Assistant.
- **Optional Products:** Microsoft Skype for Business, Microsoft Teams, Slack, and Twilio for SMS.

BMC Helix Business Workflows

Self-Service with BMC Helix Business Workflows through BMC Helix Virtual Agent:

- **Business Value:** Allows every Line of Business across the enterprise to create and deliver their own services Business units such as HR, Finance, and others can create customized chatbots suited to their unique service offer.

- **Products Used:** BMC Helix Virtual Agent, BMC Helix Platform, BMC Helix Business Workflows, and IBM Watson Assistant.
- **Optional Products:** Microsoft Skype for Business, Microsoft Teams, Slack, and Twilio for SMS.

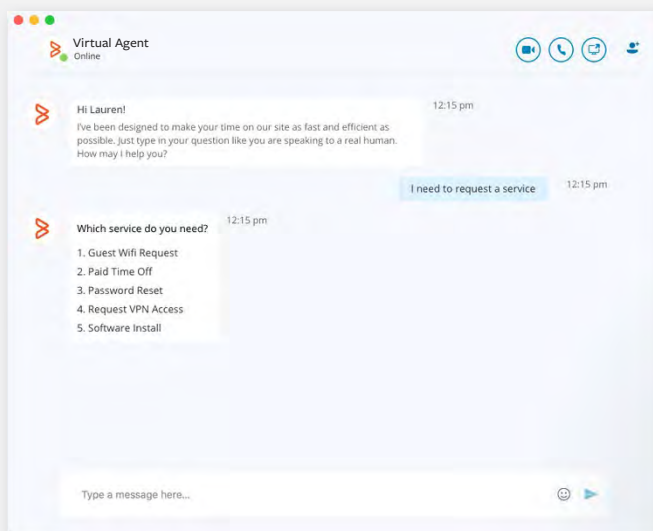
BMC Helix Cloud Cost

Self-service with BMC Helix Cloud Cost via BMC Helix Virtual Agent:

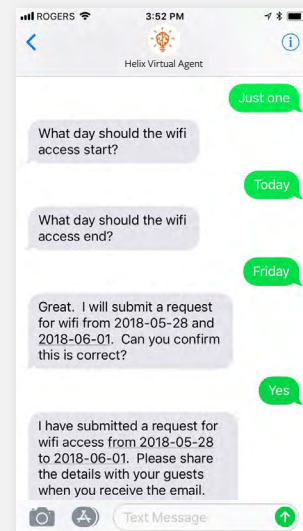
- **Business Value:** Enables users to gain insight into cloud resources and cost information directly from BMC Helix Virtual Agent. BMC Helix Virtual Agent then makes intelligent recommendations on how to optimize cloud costs. quicker management of cloud costs from choice of channel without having to login to BMC Helix Cloud Cost.
- **Products Used:** BMC Helix Virtual Agent, BMC Helix Platform, BMC Helix Cloud Cost, and IBM Watson Assistant.
- **Optional Products:** Microsoft Skype for Business, Microsoft Teams, Slack, and Twilio for SMS.


FOR MORE INFORMATION

To learn more about BMC Helix Virtual Agent, visit bmc.com/it-solutions/bmc-helix-virtual-agent.html



 Virtual Agent Skype for Business



 Virtual Agent SMS

About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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