

BMC Helix Business Workflows 21.x: Administrators



About the Product:

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's needs.

Note: For more information on a course, click the course box below.

About the Training Target Group – User Responsibilities:

- BMC Helix Business Workflow features and functionalities
- Explain the concept of BMC Helix Business Workflows for a line of business
- Describe the various roles and responsibilities
- Explain the concept of data access model
- Create and manage case and task templates
- Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together
- Configure approvals and Service Level Targets

Recommended for: Administrators and Consultants

Applicable Versions: 21.05

