BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE
» SPPT-DWFU-2210

APPLICABLE VERSIONS
» BMC Helix Digital Workplace 20.02, 20.02.02, 20.02.03, 21.05, 21.3 and 22.1.

DELIVERY METHOD
» Web Based Training (WBT)

COURSE DURATION
» 3 Hours

PREREQUISITES
» None

Course Overview

BMC Helix Digital Workplace offers two applications, BMC Helix Digital Workplace and BMC Helix Digital Workplace Catalog. The BMC Helix Digital Workplace displays meeting schedules, required services, outstanding requests, and ongoing discussions about the people, places, and resources that they choose to follow. It also helps users find location maps, reserve meeting rooms, install software, upgrade equipment, and book appointments.

This course gives Digital Workplace users an overview of the Digital Workplace Basic and Advanced features. They will learn how to raise a service request for themselves and a request on behalf of someone else, view notifications, and approve/reject a request. In addition, they will learn how to update the user profile, manage posts and connections, book an appointment, and view the health status of a service.

Target Audience

» BMC Digital Workplace Users
» Business Users

Learner Objectives

» Navigate the Digital Workplace Client interface
» Search for a service
» Follow a user, group, or service
» Create a post and a connection
» View the health status of services
» Make a Service Desk appointment
» Update the profile details
» Submit a general service request
» Add a service as Favorite Items and to a Cart
» Approve or reject a service request
» Search for Service Requests by Submitted Answers
» Add collaboration on Service Requests
» Raise Multi-user requests
» Add multiple enhanced catalog items to a cart
» Explain dependency between services
» Send broadcasts
» Add alternate approvers for a request
» Reassign approvers for a request
» Navigate the Digital Workplace mobile interface
» Submit a service request from the mobile interface
» Approve a service request from the mobile interface
» Update user profile from the mobile interface

For more information about BMC Education Services, visit **www.bmc.com/education.**

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COURSE ACTIVITIES

» Demonstrations
» Product Simulations
» Course Assessment

BMC DIGITAL WORKPLACE LEARNING PATH

» **https://www.bmc.com/education/courses/myit_training.html**

DISCOUNT OPTIONS 🌐

» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Modules

Module 1: Introduction to BMC Helix Digital Workplace

» Get acquainted with the basic concepts of BMC Helix Digital Workplace
» Learn how the capabilities and features of BMC Helix Digital Workplace can empower you to work more efficiently
» Become familiar with the BMC Helix Digital Workplace interface
» Explore individual pages – Catalog, My Activity, My Stuff, Location, Notification, Chatbot and their functionality

Module 2: Using the Digital Workplace User Console

» Learn how to search for a request and browse for categories from the Catalog page
» Learn more about the Active and Past events options on the My Activity page
» Identify the various options available under the My Profile option
» Learn how to raise a request
» Describe how to view a request
» Learn how to resubmit a rejected request
» Understand how to view and manage notifications
» Learn how to request a service as another user

Module 3: Advanced Features in Digital Workplace

» Describe the Location page and its various functionalities
» Explain the My Stuff, My Items, Service Health, and Service options
» Learn about promotional banners, language support, and satisfaction surveys,
» Learn about submitting a satisfaction survey and copying links from BMC Digital Workplace to include Knowledge Articles
» Learn how to request multiple enhanced catalog items with your shopping cart
» Identify the differences between Request Now and Add to Cart
» Identify the differences between Order ID and Request ID and learn how to perform a search using them
» Describe the procedure to approve, reject, and put a request on hold
» Describe the various aspects of the cart checkout process and the order description field
» Describe collaboration and understand the supported types of service requests
» Learn about email and push notifications for collaborator groups
» Describe the scenarios for enabling collaboration on service requests
» List collaborator rights and permissions
» Explain how to enable collaboration on service requests

» Manage collaboration settings
» Learn how to auto-share service requests with a default group

Module 4: BMC Helix Digital Workplace for Business Approvers

» Describe Approvals
» Understand the approval process from start to finish, beginning with a user raising a request
» Identify each role involved in this process
» Describe the approval process involved when a user raises a request
» Learn to view and review a received request
» Describe the delegation process for approvals
» Manage alternate approvers
» Understand how to reassign approvals

Module 5: Using BMC Helix Digital Workplace on a Mobile Device

» Learn how to navigate through BMC Digital Workplace on a mobile device

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