BMC Helix Business Workflows

Easily manage services across functions
by defining and automating workflows
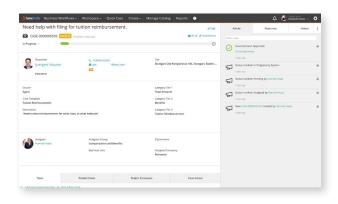
PRODUCT DESCRIPTION

BMC Helix Business Workflows is an intelligent service management solution for Lines of Business that empowers business leaders to manage, automate, and scale service delivery to drive peak efficiency.

BUSINESS CHALLENGE

In today's business environment, the new, competing capital is an engaged workforce and superior customer experience. Companies are investing in learning how to liberate their workforce's time, talent, and energy to unleash their organization's productive power. Complicating this is the struggle to create volume and scale in services, standardize and streamlines processes, and achieve service excellence. Common barriers for HR and other business units include inefficient ways to track cases, share knowledge, and automate workflow without using additional visualization resources. Organizations want to realize long-term operational cost savings and create an employee-centric, omni-channel experience that powers continuous improvement.

BMC SOLUTION

BMC Helix Business Workflows transforms the way businesses interact, manage, innovate, and scale services across the enterprise, through a single platform—empowering employees to create the workflows they need to be self-sufficient and agile. This personalized employee experience fuels and drives engagement and productivity— redefining the relationship between the business and IT and helping the business transform into a cognitive enterprise. The BMC Helix Chatbot lets users find and request services through a conversational interface, and users can get more context with related information provided by the chatbot.

KEY FEATURES

Transform the way you manage and scale services:

- **Omni-channel engagement** that extends traditional channels to include chatbots
- **Self-service** – Provides a service catalog to employees via a universal browser or mobile app
- **Case management** – Manages case lifecycles with templates, tasks, and resources
- **Knowledge management** – Creates and maintains knowledge across the organization
- **Service targets** – Defines and tracks service level targets

KEY BENEFITS

- Intuitive user experiences make it easier and quicker to find resources and solutions
- Manages a case throughout its lifecycle, and gives agents and managers the ability to efficiently create, update, and resolve cases
- Creates and maintains a knowledge base that can be referred to when working on a case with integrated knowledge management
- Automatically displays knowledge articles when an agent views the issue, reducing the time required to locate that information
- Monitors and measures performance with easily configured service targets

Agent productivity is improved with features like previewing tasks and dynamic progress bar visualization.
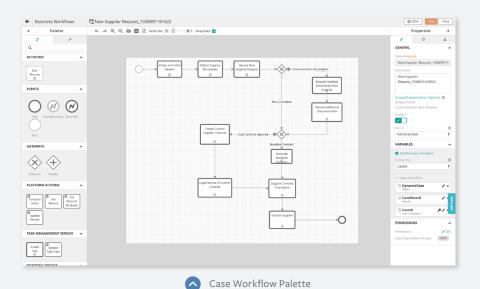
PRODUCT DETAILS

- **Omni-Channel Engagement**: Intelligent conversational experiences changing the way service is consumed and delivered with the ability to request services leveraging the Helix Chatbot

- **Helix Business Workflows**: Business Workflows-as-a-Service helps extend beyond IT to teams like HR, Facilities, Procurement

- **Cognitive Capabilities**: Leverage cognitive capabilities to eliminate manual work and drive ROI through automatically applied case templates or categorization to cases

- **Service Catalog**: In three easy steps, business users can use the enterprise catalog to create, define, and publish a service

- **Advanced Search & Search Optimization**: Better search results drive usage and ROI of Knowledge Management investments

- **Drag-and-Drop Workflow Creation**: Empower business users with pre-defined workflows that allow them to create and automate workflows without writing code

- **Formless Requests**: Deliver modern case management with quick case creation through email, recommended templates and knowledge articles

- **Tailored User Experience**: Leverage Innovation Suite features to enhance applications, and tailor them to specific business requirements

- **Integrations**: Integrate with BMC applications and third-party systems with BMC integration service

- **Tailorable Application UI**: Create custom views with additional fields without writing code

- **Web and Mobile Apps for End Users**: Enable employees to access services anytime on web, native iOS, and Android apps

- **Reporting**: Understand the details of cases, knowledge, and service levels

(i) FOR MORE INFORMATION

To learn more about BMC Business Workflows, please visit **bmc.com/it-solutions/business-workflows**

Case Workflow Palette

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