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, 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. enterprises[1] that leverage AI and automation.
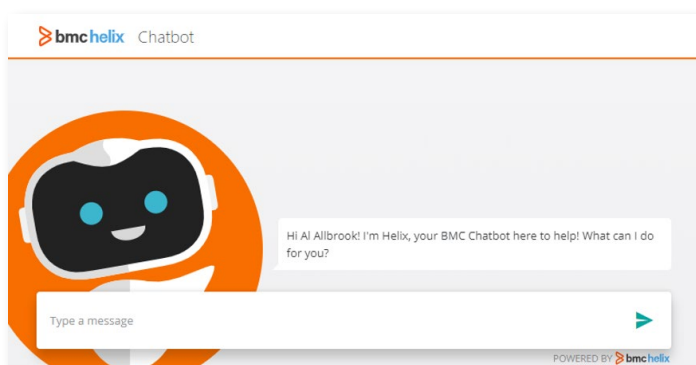
KEY FEATURES

- **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 Chatbot.

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

1 IDC FutureScape: Worldwide IT Industry 2018 Predictions, Doc # US43171317, Nov 2017

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 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 Chabot, 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 Chatbot:

- **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 offerings.

- **Products Used**: BMC Helix Chatbot, 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

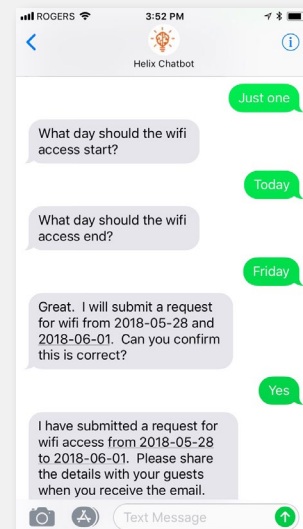Self-service with BMC Helix Cloud Cost via BMC Helix Chatbot:

- **Business Value:** Enables users to gain insight into cloud resources and cost information directly from BMC Helix Chatbot. BMC Helix Chatbot 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 Chatbot, 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 Chatbot, please visit **bmc.com/chatbot**
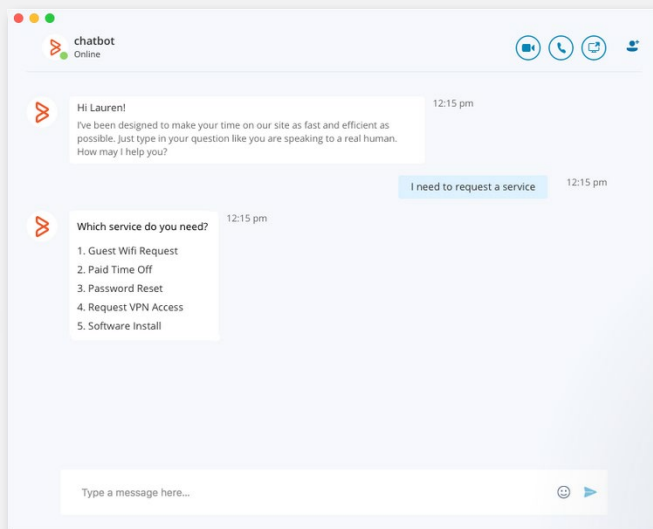
Chatbot Skype for Business

Chatbot SMS

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