BMC HelixGPT

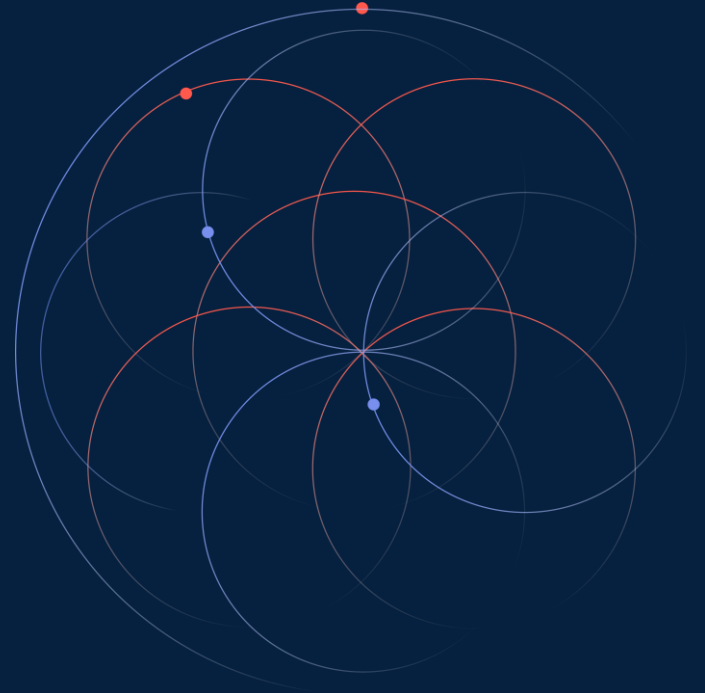## Learning Path

BMC HelixGPT 23.x: Users

Recommended for: Users

Product versions: 23.3

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management, helping in quicker problem resolution, better collaboration, and increased productivity. BMC HelixGPT helps analyze and respond to employee queries and offers helpful interactions, enhancing the overall user experience.

This course combines descriptions of various concepts with multiple demonstrations to guide students through the basic concepts of BMC HelixGPT.

BMC HelixGPT 23.x: Fundamentals
Concepts (WBT)
Duration: **2 Hours**

BMC Certified Associate: HelixGPT
23.x for Users Online Exam
Duration: **2 Hours**

BMC HelixGPT 25.x: Administrators

WBT Web-based Training

EXAM Certification

ILT Instructor-led Classroom/ Online Training

ASP Assisted Self Paced

Recommended for: Administrators and Consultants

Product versions: 25.1

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management, helping in quicker problem resolution, better collaboration, and increased productivity. BMC HelixGPT helps analyze and respond to employee queries and offers helpful interactions, enhancing the overall user experience. This course combines various use cases of BMC HelixGPT embedded across multiple BMC Helix applications. With numerous examples and demonstrations, students will be guided through the basic concepts of administering BMC HelixGPT for Service Management applications.

BMC HelixGPT 25.x: Fundamentals Administering for Service Management
Duration: **3 Days**

BMC Certified Associate: HelixGPT 25.x Administering for Service Management Online Exam
Duration: **2 Hours**