

# TRANSFORM YOUR SERVICE MANAGEMENT EXPERIENCES WITH CONVERSATIONAL AI



Two driving forces have been shaping the future of employee experiences: enterprises eager to boost productivity and employees who expect faster, more efficient outcomes when they need information or services. Traditional IT service management (ITSM) tools have done a great job automating workflows and fulfilling service requests. But with the increasing complexity of modern business operations, there's a growing demand for a simpler, more intuitive way for employees to quickly get what they need. Instead of spending valuable time hunting for information, employees are looking for faster, easier access to answers and services across departments so they can stay focused on more productive tasks.

That's where BMC HelixGPT Employee Navigator steps in. Building on BMC's proven ITSM foundation, BMC HelixGPT takes employee self-service to the next level. Powered by generative artificial intelligence (Gen AI), this conversational interface allows employees to engage naturally with their enterprise systems by simply asking for what they need, whether it's resolving IT issues, submitting HR requests, or finding answers. It's an intuitive, time-saving solution that helps employees get more done, faster, and easier, which further enhances the value ITSM teams can now deliver across the enterprise.

## Improving enterprise-wide productivity

For IT and business leaders, BMC HelixGPT Employee Navigator is a powerful solution designed to increase employee productivity across the entire enterprise. Through its conversational AI interface, employees can easily access and navigate services and resources. The outcome? Faster resolutions,

fewer service delays, and measurable gains in operational efficiency.

Consider this example—an employee hits a problem with an application. Instead of submitting a ticket and waiting for IT to resolve the issue, they simply type a question into BMC HelixGPT Employee Navigator like, "I'm having trouble with this application." BMC HelixGPT immediately responds with troubleshooting steps or, if needed, automatically creates a service request for the IT team.

However, BMC HelixGPT Employee Navigator extends beyond IT scenarios. For example, an employee who wants to clarify the company policy on PTO before submitting a vacation request can simply ask BMC HelixGPT for the policy details through Microsoft Teams, review the source documents, if desired, and then submit the vacation request when ready. By providing clear, summarized responses drawn from established organizational knowledge, BMC HelixGPT reduces the time spent searching multiple documents or platforms, speeding resolution times, and delivering better self-service outcomes.

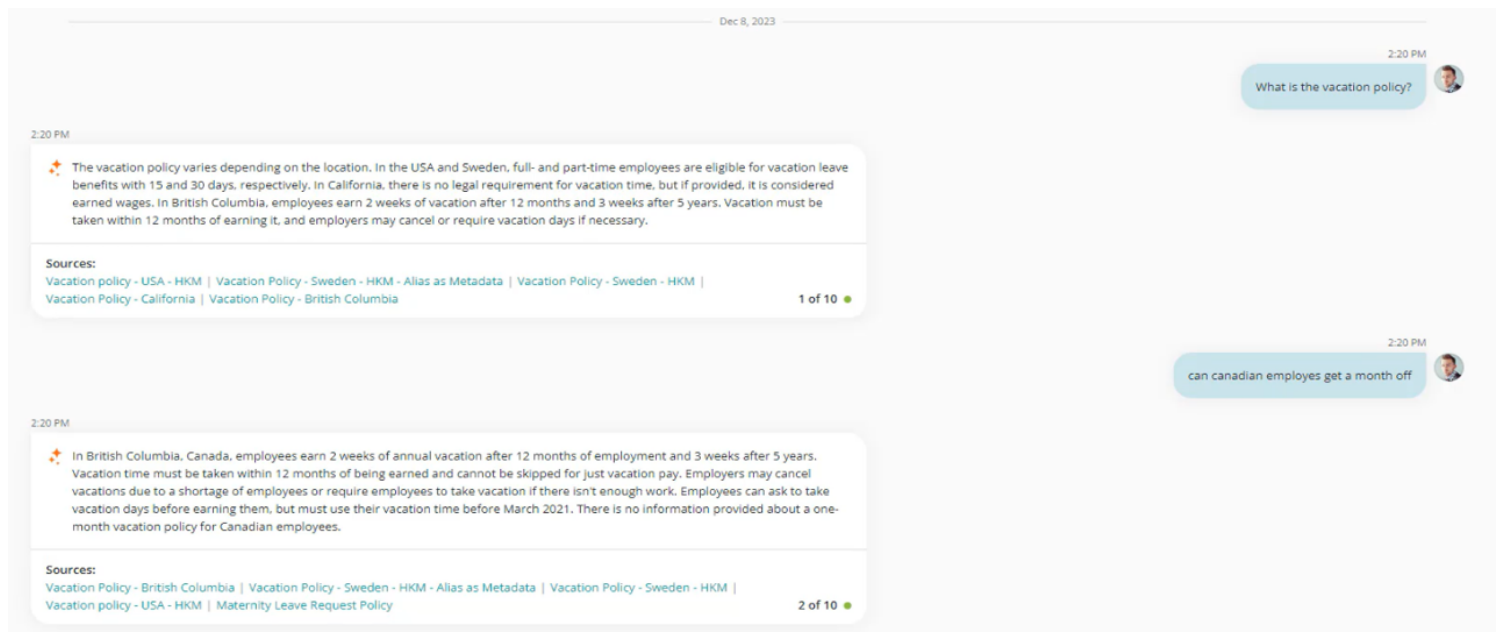


Figure 1. BMC HelixGPT Employee Navigator provides summarized responses drawn from documents and knowledge bases across the enterprise.

## Why BMC HelixGPT Employee Navigator is a game changer

The move toward AI-powered interfaces is more than just a convenience—it's a leap forward in productivity, efficiency, and employee engagement across the enterprise. Here are five ways BMC HelixGPT Employee Navigator stands apart:

### 1. Conversational UI

At its core, BMC HelixGPT offers a conversational user interface (UI) powered by natural language processing (NLP). Instead of navigating service catalogs or manually searching knowledge bases, employees can simply ask BMC HelixGPT for what they need—whether it's resolving IT issues, submitting HR requests, or accessing data from various departments. This natural, dialogue-based interaction removes barriers to task completion and speeds the entire process.

### 2. Access to your comprehensive knowledge base

BMC HelixGPT isn't just about facilitating service requests—it also serves as a gateway to your integrated knowledge base. By summarizing real-time information from various systems, documents, and departments, BMC HelixGPT helps employees get accurate and concise answers quickly. This reduces the need to switch between documents and systems or hunt for solutions, enabling faster decision-making and problem resolution.

### **3. Broad service coverage across departments**

BMC HelixGPT supports a wide range of services across multiple lines of business, from IT and HR to finance and operations. This comprehensive service coverage allows employees to use the solution for a variety of tasks, regardless of their department. Employees benefit from a single, unified interface that handles requests across the enterprise, further eliminating silos and providing consistent service experiences.

### **4. Intelligent automation to increase efficiency**

One of BMC HelixGPT's standout features is its ability to initiate automated workflows. With just a conversational prompt, employees can initiate processes like approvals, service requests, and workflow triggers without interacting with multiple systems. This reduces manual effort, ensures smooth transitions between tasks, and speeds up request fulfillment processes.

### **5. Promoting self-service and employee empowerment**

BMC HelixGPT is designed to promote a self-service culture within the organization. By offering an intuitive, conversational interface, employees can resolve many issues on their own. This self-service model not only boosts employee satisfaction and productivity, but also allows IT and service teams to focus on more strategic initiatives.

## **The future of enterprise UI is conversational**

BMC HelixGPT Employee Navigator represents the future of service delivery. With AI-driven conversational interfaces, organizations can move beyond traditional point-and-click UIs and adopt a more fluid, interactive, and intuitive approach. By leveraging AI for real-time knowledge access, automated workflows, and cross-departmental service coverage, BMC HelixGPT transforms the employee experience and drives measurable productivity gains across the enterprise.

## **Experience the future with BMC HelixGPT**

As service management continues to evolve, BMC HelixGPT Employee Navigator is at the forefront of this evolution, offering a powerful solution that integrates natural language into the very fabric of service delivery. By enhancing employee self-service, automating workflows, and providing a conversational UI, BMC HelixGPT is helping enterprises unlock greater efficiency and productivity.

Ready to transform your service delivery experience? [Explore BMC HelixGPT](#) today or [contact us](#) to see how conversational AI can elevate your experiences.