

DELIGHT EMPLOYEES WITH BMC HELIX SERVICE MANAGEMENT 23.3



As the [first vendor to embed generative AI, and specifically, BMC HelixGPT](#) across the entire service and operations management portfolio, BMC continues to make significant advances with the technology to remove friction and augment human intelligence. In this blog post, learn how the BMC Helix Service Management 23.3 release is delivering conversational virtual agent experiences with BMC HelixGPT; enabling more personalized workplace portals; reducing HR complexities; and improving security response handling.

Save time training chatbots

The use of generative AI to power chatbots is going to play an even bigger role in the workplace, driving higher levels of employee self-service and automation. BMC HelixGPT provides prompts and guardrails to significantly reduce the time spent on training large language models (LLMs). BMC Helix Virtual Agent, powered by BMC HelixGPT, ingests company owned PDFs, Confluence and SharePoint files, and knowledge articles to give BMC Helix Virtual Agents the best source of company information. Live chat is a powerful way for an agent to engage with the end user in real time to resolve an issue quickly. BMC HelixGPT automatically generates a high-quality summary of the live chat once the issue has been addressed, saving the agent time and accelerating productivity.

Redefine workplace portals

Every time an employee engages with a workplace portal or process, it's an opportunity to reinforce the company's culture, values, and priorities. BMC Helix Digital Workplace can be easily customized without complex coding. Within this release, it is now easier than ever to fine-tune the workplace portal so different employee types only see the content that is most relevant to them. This saves the employee time, improves self-service, and reduces delays from rerouting tickets to the right teams.

Reduce HR onboarding and offboarding complexities

A smooth and positive experience for onboarding and offboarding makes employees feel welcomed, motivated, and valued from the time they start to the time they leave. The BMC Helix Service Management 23.3 release provides an out-of-the-box solution to automate onboarding and offboarding processes from pre-boarding to everyday employment to offboarding and alumni status. The solution includes a detailed manager view and out-of-the-box dashboards to improve reporting activities. HR teams now can filter by country and location, assess new hire statistics, and have a drill-down view per employee with data on their tasks and statuses.

Respond to security events quickly

BMC Helix Security Incident Handling is a ready-to-use solution within the BMC Helix Service Management 23.3 release that tightly aligns with industry and government standards based on NIST 800-61 and ISO 27001. Security events are automatically created through integration with security information and event management (SIEM) tools so that each phase of the incident management lifecycle—identification, investigation, response, and remediation—is methodically addressed. Preconfigured runbooks address common security scenarios and help standardize the activities in each phase. The solution shortens the duration of breaches to minimize associated impacts, reduces manual tracking activities, and provides a way to formally track lessons learned. It enables teams to share critical information around prevention, corrective actions and associated policies and controls.

Start your journey today

Learn more about the exciting developments in the BMC Helix Service Management 23.3 release by watching the [latest webinar](#). Speak to your [account manager](#) to start your journey today.