

IMPROVING YOUR ORGANIZATIONAL KNOWLEDGE WITH AGENTIC AI: MEET BMC HELIXGPT KNOWLEDGE CURATOR



BMC is introducing agentic artificial intelligence (AI) to transform enterprise IT work. The new BMC HelixGPT Knowledge Curator AI agent works with support and operations teams to enhance the quality of knowledge resources, keeping content fresh, concise, and high quality.

In the fast-paced world of IT service management (ITSM) and support, access to the right information at the right time is not just a matter of convenience—it is increasingly essential. Yet, many organizations struggle to maintain a cohesive knowledge management base, particularly in the complex enterprise service and technology landscape.

The screenshot displays the BMC Helix Knowledge Manager interface. The top navigation bar includes the BMC Helix logo, 'Knowledge Manager', and links for 'Home', 'Search', 'Article editor', 'Knowledge manager', and 'More'. Below this, there are tabs for 'IT Support', 'Finance', and 'Customer support'. The main content area shows an article titled 'Add image or video to an article' under the 'IT Support' category. The article includes sections for 'Issue', 'Environment', and 'Resolution'. The 'Resolution' section provides instructions on how to add media to an article, emphasizing the need for an article ID. A chat window on the right side of the screen shows a conversation with a Knowledge Curator agent. The agent has identified potential duplicate articles and provides a comparison of similarities and differences between two articles. The chat window also includes a 'Merge articles' button and a 'Ask a question' input field.

Duplicate management with BMC HelixGPT Knowledge Curator

Some commonly observed issues with enterprise knowledge management include:

- Scattering of knowledge resources across multiple repositories, such as ITSM tools, SharePoint, and even informal databases set up on an ad-hoc basis by individual teams.
- The absence of sufficient coverage of some key services or technologies, often due to varying levels of knowledge curation and engagement by different support teams.
- Duplicated content, often the result of poor search facilities or practice, leading to support practitioners inadvertently creating new knowledge articles rather than using or updating new ones.

The BMC HelixGPT Knowledge Curator agent boosts the knowledge management capabilities of a support organization and ensures the enduring high quality of its knowledge management base. Below are three primary benefits for support organizations:

- **Assists knowledge creators in delivering more readable, useful, and searchable content**
Scaling knowledge creation to a broad and busy technology organization typically requires engagement from many support professionals. In fact, [Knowledge Centered Service](#), or KCS, one of the most popular frameworks for knowledge management, strongly encourages support professionals to continually create or improve content as part of their normal support activity. However, wide delegation of the content creation practice often results in considerable inconsistency in the structure, tone, and quality of knowledge resources. BMC HelixGPT Knowledge Creator actively works with support professionals as they create or update knowledge content, providing guidance and recommendations to improve the consistency, readability, and searchability of knowledge resources.
- **Identifies and mitigates duplicate content, to ensure better outcomes for support**

professionals and end users

An enterprise knowledge repository may have many thousands of individual knowledge resources. As a result, duplication is often identified only at the point of search and usage of the resources, which delays work on individual cases, and can create significant confusion for service consumers when using self-service.

BMC HelixGPT Knowledge Curator, using generative AI (Gen AI) technology, can identify duplicate information more easily by analyzing the full library of content, bringing issues to the attention of stakeholders such as the knowledge manager, and even drafting suggested merged content for review and potential replacement of duplicate articles.

- **Updates knowledge articles with obsolete content to keep the knowledge base current, maintaining user confidence in the information**

Knowledge articles may become completely or partially obsolete due to the update or replacement of corporate technologies, or simply through renaming or rebranding by external vendors.

Just as with duplicate content, redundant or outdated content can be difficult for human curators to find and mitigate. BMC HelixGPT Knowledge Curator, however, can identify such content quickly with large language model (LLM)-driven analysis again proposing and drafting mitigated content.

The ability of BMC HelixGPT Knowledge Curator to detect specific patterns in large quantities of data, and recommend remediations, makes it an ideal assistant for a service organization. BMC Helix Knowledge Curator augments and enhances your knowledge management practices by addressing difficult-to-solve issues of duplication, obsolescence, and consistency.

Delivering contextual knowledge to employees and customers can significantly improve response times and resolution rates. BMC HelixGPT Knowledge Curator already provides significant assistance in getting knowledge to users at the right time in the context of their activity.

User engagement with knowledge management requires sufficient organizational confidence in the resources available. Adopting BMC HelixGPT Knowledge Curator helps to ensure your knowledge base is current, complete, and consistently high quality, inspiring higher rates of usage and contribution, and a greater return on your knowledge management investment.

Learn more about transforming your service and operations management with agentic AI at <https://www.bmc.com/it-solutions/ai-agents.html>. To discuss agentic AI with BMC, please [contact us](#).