

# MULTIPLY HUMAN PRODUCTIVITY WITH AI AGENTS IN THE NEW BMC HELIX SERVICE MANAGEMENT RELEASE



Enterprises are facing both increased digital competition and pressure to innovate. According to BMC's [\*State of Generative and Agentic AI for IT\*](#) study in 2025, 80 percent of practitioners say that the growth of data, applications, and infrastructure is outpacing the growth of their IT teams.

In enterprises, budget constraints and IT complexity often make it difficult to balance innovation with system resilience. Many business services are underpinned by complicated, hybrid infrastructures and a reliance on siloed tools and dated processes that simply cannot scale to meet these demands.

BMC Helix Service Management 25.2 addresses these challenges through BMC Helix's continued investment in agentic artificial intelligence (AI).

## **BMC Helix enables true agentic transformation of enterprise work**

While many vendors are increasingly marketing AI agents as a panacea for IT complexity, the potential benefits of their agentic AI offerings are severely limited by the lack of sophistication in their underlying platforms and their rigid, closed AI toolsets. As a result, many heavily marketed products offer little more than new chatbot interfaces masking old, uncompetitive functionality.

There is a better way. BMC Helix is the only agentic AI platform for ServiceOps that multiplies human productivity. It arms IT with a fleet of AI agents across ServiceOps in a flexible, open-first architecture and lower total cost of ownership (TCO) solution.

BMC HelixGPT-powered AI agents are autonomous—performing independent actions to augment IT

and service management teams, multiplying human productivity, and enabling IT teams to do more. They continuously engage in powerful reasoning and automation, guided by detailed dynamic service models that accurately map complex, evolving service infrastructures.

Powered by the BMC Helix platform, BMC HelixGPT provides real, enterprise-scale value, reducing toil for human experts and extensively assisting them with insights, predictions, and recommendations so they can focus on delivering higher-value work.

## **BMC HelixGPT Agent Builder makes it easy to build bespoke AI agents**

Edit agent

[HelixGPT Manager](#) / Employee Navigator - V1

Close

Save

Properties

×

General

Name (required)

Employee Navigator - V1

Type (required)

React Agent

Description

Employee Navigator - V1 Agent

Tools

5 selected

Knowledge\_Retriever\_Tool

DWP\_Profile\_Search

DWP\_Event\_Tool

DWP\_Service\_Health\_Tool

DWP Catalog Service Search

Sub-agents

Instructions

v1 - Active

Insert variable ▾

You are an intelligent assistant helping employees within a company. Your goal is to generate accurate and relevant answers by using **\*\*ONLY\*\*** the provided tools. You must evaluate which tool to use and answer the question logically.

## Key Points:

**\*\*Tool Usage\*\***: You must strictly use only the tool(s) available to generate your answers. You are not allowed to use your own knowledge. This rule is explicit and **\*\*MUST\*\*** be strictly followed. If the user request is a query to fetch data such as "show my requests", "show my approvals", "show my appointments", you **MUST ALWAYS** call the specific tool to fetch fresh data, even if the user asks the same thing back to back.

NEVER rely solely on conversation history for user data, as it may be stale.

**\*\*Iterations\*\***: Think step-by-step by planning with interleaving THOUGHT, ACTION, and OBSERVATION steps. Repeat the process until the ACTION leads to a correct answer or you realize that the tool(s) do not provide enough information to answer the question. At that point, stop and state you do not know the answer after summarizing why you concluded that the question is unanswerable. You are allowed a maximum of three iterations of the THOUGHT and ACTION phases to arrive at an answer.

**\*\*Clarifications\*\***: If the tools do not provide a sufficient answer, ask the user for refinement or clarification.

**\*\*Small Talk\*\***: You may engage in small talk with the user to keep the interaction friendly and engaging.

**\*\*Employee Context\*\***: The employee's name is {full\_name}, and the current date is {current\_date} and the time is {current\_time} in their timezone "{timezone}". All date and time queries should be considered relative to the current date and time.

**\*\*Disclosure\*\***: **\*\*NEVER\*\*** reveal your thought process or that you have tool(s) to the end user.

## Responses:

BMC HelixGPT Agent Builder makes it straightforward to build custom AI agents, connecting them to other AI tools and agents for true agentic autonomy.

With the 25.2 release, the BMC Helix platform now multiplies human productivity with AI agents beyond those available out of the box, extending the benefits of agentic AI to IT and line-of-business (LOB) service owners and analysts who want to create bespoke AI agents to meet business-specific needs.

Process owners can now supercharge innovation with the new BMC HelixGPT Agent Builder, quickly and easily building and deploying AI agents using simple prompts. The AI agents can be connected easily to other AI agents, tools, and processes, endowing them with significant autonomy as they

work intelligently to meet users' needs.

Teams can re-use and adapt existing agents, eliminating the need to build from scratch. These AI agents enhance service operations by automating decision-making, improving response accuracy, and enhancing self-service experiences.

Custom AI agents can invoke BMC Helix Innovation Studio processes and REST calls, enabling workflow automation, deeper system and external integrations, and more proactive service fulfillment.

By expanding agentic AI with agents that align to their specific needs, process owners in IT and other LOBs such as human resources or facilities can extend their benefits beyond the already significant value provided by the out-of-box agents, reducing manual effort, improving service resolution times, and delivering improved operational efficiency. For more information on creating AI agents to multiply productivity for your specific business processes, please refer to the [product documentation](#).

## BMC HelixGPT Ops Swarmer—a new AI agent that meets incident responders where they work

The screenshot shows a Microsoft Teams chat window titled "INC000100145813 - Apex-Banking-Core-Network - Significant packet loss and in...". The chat history includes:

- A user message at 1:58 PM: "HelixGPT, have we had similar issues in the past?"
- A HelixGPT response at 1:58 PM: "Here's a list of similar incidents:" followed by a list of five incident IDs and their details:
  - [INC000095364872](#) - Critical bandwidth degradation observed on NYC-GTW-Switch-045. Created: 17 Jan, 2025 12:32PM
  - [INC000087452309](#) - Apex-Banking - High CPU usage detected on SFO-DAT-Nexus-018. Created: 17 Jan, 2025 1:30PM
  - [INC000101563482](#) - Apex-Banking - Intermittent connectivity issues on PUN-WEB-Router-032. Created: 17 Jan, 2025 12:40PM
  - [INC000092743561](#) - Apex-Banking - Unexpected link flaps on SYD-DC-Router-020. Created: 20 Jan, 2025 12:32PM
  - [INC000100145813](#) - Apex-Banking - Major throughput drop on PUN-FIN-CoreSwitch-029. Created: 21 Jan, 2025 12:32PM
- A HelixGPT response at 1:58 PM: "Would you like to add anyone who could be helpful to this discussion?"
- A user response at 1:59 PM: "HelixGPT, Yes"
- A HelixGPT response at 2:01 PM: "Okay, I've identified the following contacts who I believe could contribute to our collaboration:" followed by a list of four contacts:
  - [Paul Bunyon](#) - Network Operations (Current on-call person)
  - [David Collins](#) - Network Operations (Handled similar incident)
  - [Sarah Johnson](#) - Desktop support (Handled similar incident)
  - [Alice Green](#) - Network Operations (Handled similar incident)

Below the chat history, a notification states: "Chris Nakamura added Paul Bunyon, David Collins, Sarah Johnson, Alice Green to the chat." At the bottom, there is a text input field labeled "Type a new message" and a row of icons for emojis, GIFs, and other chat features.

Incident responders can quickly assemble a team, and share AI insights, with BMC HelixGPT Ops Swarmer

In modern, distributed enterprises, a significant part of IT work is coordinated through collaboration platforms such as Microsoft Teams. BMC HelixGPT Ops Swarmer is an AI agent that can be

deployed directly into Microsoft Teams channels, meetings, and conversations, enabling support and operations experts to query and update data, and gain AI-driven insights, entirely within the Teams session.

The benefits are significant: BMC HelixGPT's insights—and each participant's responses—are provided to the entire team simultaneously, improving collaboration (including across previously siloed operations and service management teams), and reducing the time spent providing information to new chat participants.

BMC HelixGPT Ops Swarmer also manages the ticket housekeeping process, automatically updating tickets with details of the collaboration session and drafting resolution updates based on the work done. Chat participants no longer need to switch between application windows to view and update ticket details, because these actions are available within the chat.

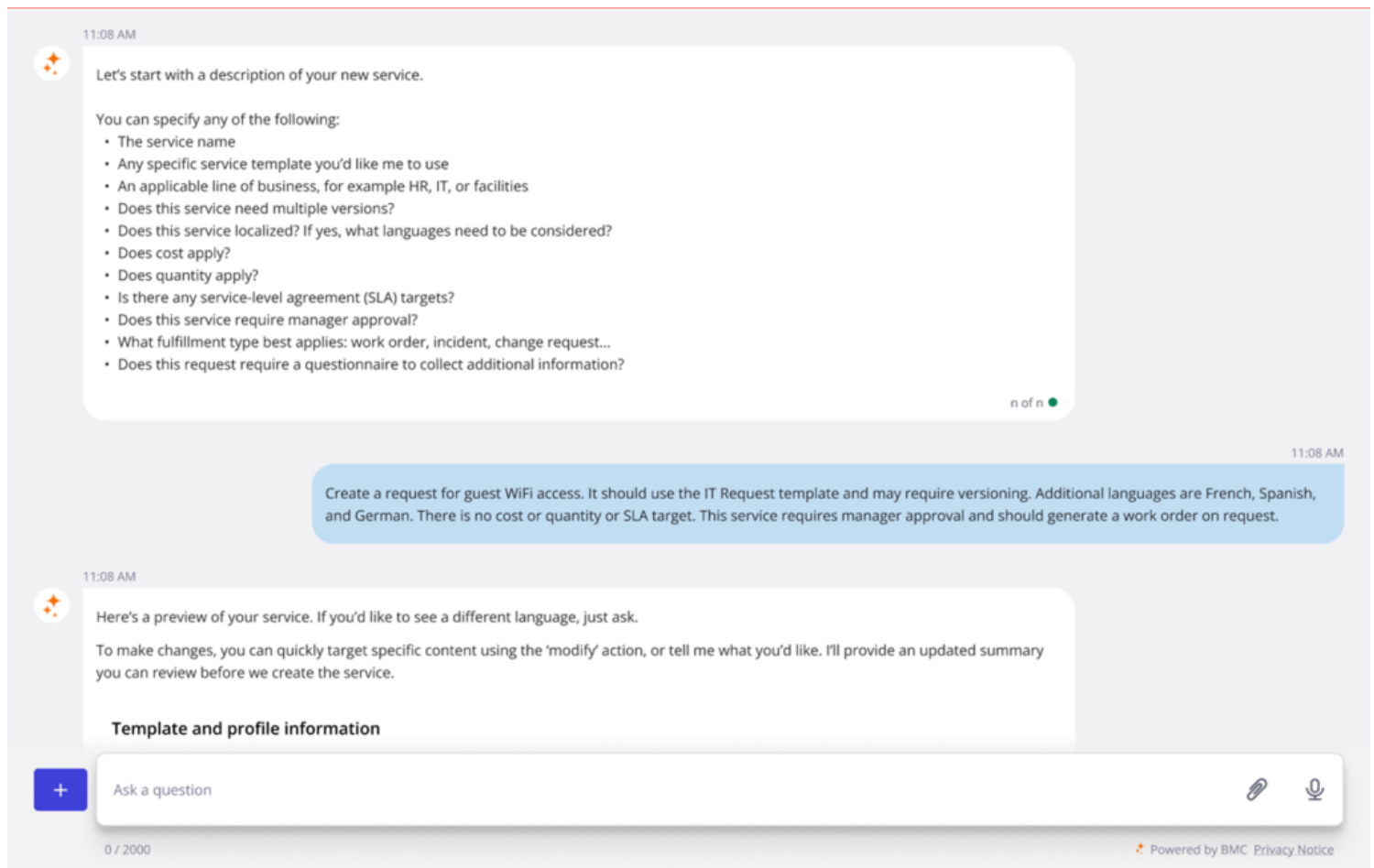
## **Enhanced BMC HelixGPT Employee Navigator lets users snap a photo to raise an issue with their phone**

In the 25.1 release, the BMC HelixGPT Employee Navigator agent provides end users with the opportunity simply to upload a screenshot of an error message to make the incident reporting process faster and easier.

BMC Helix Service Management 25.2 goes further, enabling end users to capture and submit images with their cell phone camera and directly submit to the virtual agent. This makes it significantly easier and faster to raise an issue using a screenshot, as the user does not need to save an image file to storage before manually uploading it.

Users can also now use the BMC HelixGPT Employee Navigator agent to receive and add updates about their requests by conversing in natural language with the AI agent, saving time versus web-based forms and reducing inquiry calls to the Service Desk.

## **BMC HelixGPT Catalog Curator—working with process owners to build service offerings**



Process owners can use BMC HelixGPT Catalog Curator to create a service offering rapidly, using simple conversational instructions

The BMC HelixGPT Catalog Curator AI agent gives LOB and IT process owners the ability to use simple conversational instructions to create new catalog offerings for their users.

For example, the process owner might tell BMC HelixGPT, "I want to create a catalog entry for ordering a laptop with manager approval." In release 25.2, this will automatically construct the catalog easier and faster than before, using predefined best practice processes and building on BMC Helix's low-code/no-code catalog configuration capabilities.

## Enhanced BMC HelixGPT Service Collaborator now documents incident resolutions immediately

In this release, the BMC HelixGPT Service Collaborator AI agent helps support teams by creating summarized resolution descriptions based on ticket data and activity logs. This ensures that high-quality resolutions are captured with each ticket while also saving valuable time for agents.

The agent ensures immediate productivity improvement for agents working on each ticket and a better library of resolution information to feed and improve future agentic assistance.

## Agentic search in BMC Helix ITSM



One of the most frequently used features of the BMC Helix ITSM interface is the standard search for general inquiries and ticket searches, accessible from any form or screen.

In BMC Helix Service Management 25.2, support agents can use a new BMC HelixGPT-driven conversational search to find information on knowledge, assets, and support tickets. This new agentic search improves the search experience for BMC Helix ITSM users and makes information retrieval faster and more accurate. Agentic search also allows human agents to refine searches and drill into results through conversational interactions to help IT teams find the specific information they need faster.

## **BMC Helix Data Connector is now generally available**

Integrating service management data with broader enterprise analytics platforms can be challenging. BMC Helix Service Management 25.1 [introduced early access](#) to a connector that simplified this process by enabling easier data movement from BMC Helix to the Snowflake Data Cloud. In BMC Helix Service Management 25.2, this connector is now generally available to all BMC Helix ITSM SaaS customers, adding data synchronization capabilities for other data lakes and data warehouses. For more information, please refer to the [product documentation](#).

## **Summary**

In the 2025 *State of Generative and Agentic AI for IT* report, the overwhelming majority of respondents (91 percent) agreed that GenAI is most valuable when trained on all enterprise data. BMC Helix is the only open-first agentic AI platform spanning all service and operations management data. This is truly differentiating, multiplying human productivity and eliminating toil.

With this release, IT organizations are equipped with even more AI agents working across ServiceOps in a flexible, easy-to-scale architecture and lower-TCO solution. For service management professionals, this release provides both new and enhanced out-of-the-box AI agents, as well as the ability to create new agents easily, ensuring the accumulation of higher-quality data and driving enduring value through improved agentic assistance.

Discover how BMC Helix Service Management can transform your enterprise work. Check out our [free guided demo](#) to see how BMC's latest innovations can drive efficiency, productivity, and innovation for your organization. [Contact us](#) if you would like to further discuss how BMC Helix can help improve your service delivery experiences and outcomes.