Helix Chatbot

Empower the digital workplace with enterprise chatbots

WORKPLACE INTELLIGENCE ON THE RISE

Market trends clearly show the rapidly growing role and value of intelligent applications in the enterprise. Businesses also find themselves struggling with a single path to service options, often at the expense of the employee experience. Keyword searches are often limited to specific keywords and users spend more time than necessary searching for services and resolution. As organizations seek to attract, recruit, and retain top talent, **modern technology experiences will help differentiate them as forward-looking and on the front lines of innovation**.

BMC SOLUTION

Helix Chatbot offers intelligent, omni-channel experiences to drive employee engagement and productivity via Helix Business Workflows and Helix Digital Workplace. These intelligent applications are crucial for addressing changing expectations around compelling user experiences. The value of this approach goes beyond convenience; **AI-powered experiences make digital services easier for IT organizations to deploy and easier and more appealing for employees to consume.**

2018
75% of enterprise development will include cognitive, AI, or machine learning functionality in at least one application.[1]

2019
75% of workers who work with enterprise applications will be interacting with intelligent digital assistants that enhance their own skills and expertise.[2]

2020
$60 billion in productivity improvements annually for U.S. enterprises[3] that leverage AI and automation.

KEY FEATURES

- **Chatbot**: users can find and request services through a conversational and personalized interface

- **Omni-Channel Engagement**: users can use natural language to find the solutions and knowledge needed to resolve their issue in Helix Digital Workplace

- **Service Delivery**: the Chatbot can call and execute custom processes and workflows created in the platform

- **Skype for Business – Office 365**: Create a contact in Skype for Business – Office 365 that end users can use to communicate with the Chatbot

- **SMS Messaging**: End users can use the Chatbot from their mobile devices without needing to access an additional app

- **Web Chat**: users can view the full status of their requests and rate knowledge that the Chatbot has provided

KEY BENEFITS

- **Modern user experience** powered by proactive, predictive, automated, and highly accurate service delivery

- **Omni-Channel experiences** give users the ability to access services across channels without having to leave their current application and log into a separate portal

- **Speed and efficiency** to reduce cost, improve satisfaction, and free up resources for higher priorities like multi-cloud management

1, 2   IDC FutureScape: Worldwide Analytics, Cognitive/AI, and Big Data 2017 Predictions, Doc # US41866016, Nov 2016

3   IDC FutureScape: Worldwide IT Industry 2018 Predictions, Doc # US43171317, Nov 2017

PRODUCT DETAILS

Helix Business Workflows
Self-Service with Helix Business Workflows through Helix Chatbot

- **Business Value**: Enables users to interact with Helix Chatbot in natural language and request services in the Helix Business Workflows catalog or search for knowledge articles in a conversational interface.

- **Products Used**: Helix Chatbot, Helix Innovation Suite, Helix Business Workflows, and IBM® Watson® Conversation Service

- **Optional Products**: Slack, O365 Skype for Business, Twilio for SMS

Helix Digital Workplace
Self-Service with Helix Digital Workplace through Helix Chatbot

- **Business Value**: Enables users to interact with Helix Chatbot in natural language and create cases in Helix Digital Workplace Catalog or search for knowledge articles in a conversational interface.

- **Products Used**: Helix Chabot, Helix innovation Suite, Helix Digital Workplace Advanced and IBM® Watson® Conversation Service

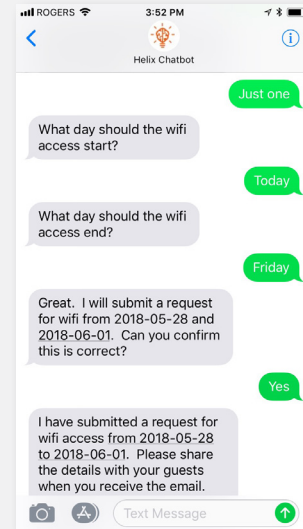- **Optional Products**: Slack, O365 Skype for Business, Twilio for SMS

ⓘ FOR MORE INFORMATION

To learn more about Helix Chatbot, please visit **bmc.com/chatbot**
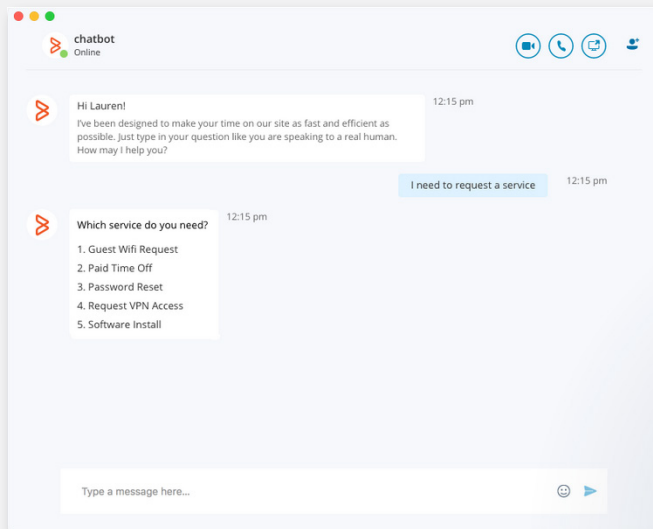
Chatbot Skype for Business

Chatbot SMS

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

505831