BMC Helix Knowledge Management

The power of intelligent knowledge makes sure your customers get valuable knowledge when they need it on any device

PRODUCT DESCRIPTION

BMC Helix Knowledge Management is an AI Knowledge Management Software specifically designed to streamline your support flow by building and sharing consistent and personalized knowledge across channels. You can create, search and access valuable knowledge across multiple cloud data sources, as well as receiving business intelligent reports.

BMC Helix Knowledge Management brings powerful, compelling, and intelligent knowledge services to the enterprise, to ensure the delivery of the right information for the best resolution.

BMC Helix Knowledge Management can be used as the "one knowledge base" that gives you a centralized way of work with knowledge and helps you share what you already know.

BMC CHALLENGE

Delivering high-quality customer service and support is often a challenge when your products are complex and when there are ongoing changes in the general environment.

Service desk agents often lack the possibility to a structured way of work when answering customers questions and the ability to provide context to all data their companies are gathering. It can be difficult to search and find answers and solutions, and if the information they find is incorrect and incomplete, it can lead to a poor customer experience. As part from keeping the knowledge updated, organizations also struggle with developing collaboration between departments located in different regions.

By enabling a knowledge sharing culture within the organization, provide multi language support and integrate knowledge with other platforms, reduces the costs and provides higher levels of both service and efficiency.

BMC SOLUTION

BMC Helix Knowledge Management is a fundamental piece to provide a Transcendent Customer Experience for customers and internal users. It enables the company to share its knowledge base through the multi-channel strategy tailored to the user profile.

With real-time neural machine translation and high-performance cognitive search, it enables organizations to deliver the right information at the right time, in the right channel.

The solution is KCS® v6 Verified which ensures that knowledge stays current and relevant. Knowledge-Centered Service (KCS) is a methodology that provides a best practice methodology and framework of how organizations can work with knowledge to improve the support experience. Led by some of the world's leaders in knowledge management, KCS have been proven to have a dramatic impact on increasing user satisfaction and reducing overall support costs. To establish a KCS adapted workflow helps enable optimized AI/ML to perform and operate a peak efficiency.

With BMC Helix Knowledge Management, you get Intelligent knowledge powering the next level of enterprise service.

KEY FEATURES

- **One Knowledge Base feeds all:** By using a central knowledge hub you get one powerful Knowledge Management solution feeding all systems and only one place to add, update and maintain.

- **KCS® v6 Verified:** Full support for KCS best-practice methodology to ensure that knowledge stays current and relevant.

- **Auto-translation:** Knowledge articles are automatically translated into any language, which reduces publishing time and translation costs. Uses Neural Machine Translation and applies EBMT (evidence-based machine translation) for accurate translations.

- **Cognitive AI-powered search:** Powerful intelligence provides a fast and accurate search experience for customers and knowledge workers that improves over time. Machine learning makes the search automatically improve for higher relevance in search the more its used.

- **Out-of-the-box library:** Ready-to-use knowledge articles available for standard applications. Ensures high value from day one.

KEY BENEFITS

- **Improved time to proficiency:** 70%

- **Improved service desk efficiencies:** up to 50% cost savings

- **Lower Mean Time to Resolution (MTTR):** 50-60% improvement

- **Increased employee satisfaction:** 20-40% improvement

- **Improved root cause removal:** 10% issue reduction

PRODUCT DETAILS

Support customers in any language: The real-time translation feature helps translate knowledge articles into multiple languages. A game changer for global organizations, saving time and reduce translation costs.

Accessible Knowledge with Cognitive AI-Powered Search: Powerful intelligence provides a fast and accurate search experience for customers and knowledge workers that improves over time. The full text search intuitively interprets the users input and language analyzers are used to intelligently handle language-specific linguistics. Facet navigation and filters, synonyms, auto-complete, and text analysis for "did you mean" and auto-corrected search terms makes the search experience intuitive to find the right knowledge.

Predictive insights with advanced reports and analytics: Advanced reporting and analytics provide predictive insights based on real-time user data, and quick dashboards that follow up key performance indicators and ROI. Enables predictive support and prevents knowledge gaps and outdated knowledge.

Auto-translation: See knowledge articles in the language you require from more than 100 supported languages.

Library with thousands of knowledge articles: Prepopulated with ready-to-use knowledge articles for standard applications, including: Windows, Mac O/S, Outlook, Office 365, and more.

KCS® v6 Verified: The platform is consistently built and update to the highest Knowledge-Centered Service (KCS) certification level, which is proof that the tool supports all eight KCS principles to ensure that knowledge stays current and relevant. KCS is a methodology that provides a detailed description of how support organizations should work with the knowledge base to improve support delivery, become more productive in the support organization, and increase service levels to the business.
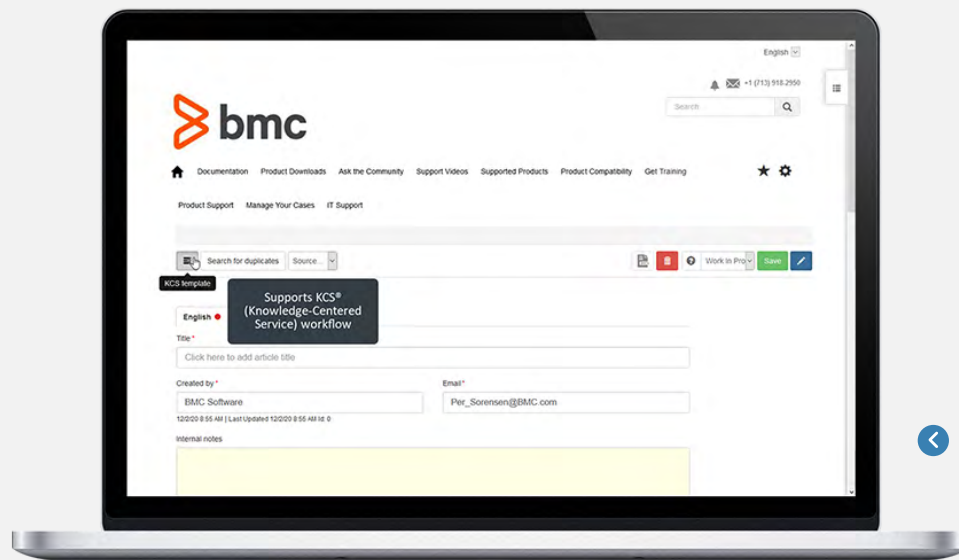
Omni-channel integration: Seamlessly integrated for faster and more efficient support throughout the entire support flow. The integrations are aligned with the KCS workflow. While the maintenance of the knowledge base takes place in Helix Knowledge Management the consumption of the knowledge articles can be anywhere in any tool.

Agent Assist: Listens to the conversation and suggest relevant knowledge based on the conversation using cognitive services and AI. This helps the agent come up to speed quickly and increases the usage of the knowledge base (what you already know).

Built-in video creation: Create or add videos to knowledge articles. By utilizing the video recorder, you can capture every step of a solution on the screen, and simultaneously record yourself to personalize the video article and make it easier to understand.

ⓘ FOR MORE INFORMATION

To learn more about BMC Helix Knowledge Management, visit **BMC Helix Knowledge Management - BMC Software**