

## Connect with Remedy – BMC Helix Chatbot Q&A

### Presentation References

BMC Helix Overview

<http://www.bmc.com/helix>

BMC Helix Chatbot

<https://www.bmc.com/it-solutions/helix-chatbot.html>

BMC Helix Chatbot Solution Brief

<http://documents.bmc.com/products/documents/58/31/505831/505831.pdf>

BMC Helix Cognitive Service Management

<https://www.bmc.com/it-solutions/cognitive-service-management.html>

### Q&A

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Q: Will the Virtual Agent change/Simplify the way you can add question/response and build out the Artificial intelligence like it was intended to be used?

A: BMC has a new application called "Helix Chatbot" that uses IBM Watson for AI. Watson includes a conversation designer tool. This is a separate product from VirtualChat (formerly VirtualAgent).

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Q: Will this cost extra or is it included with ITSM suite?

A: Helix Chatbot is a new application that has its own pricing. It is not included with ITSM.

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Q: So can this BMC Chatbot application be re-branded?

A: Yes it can be re-branded using an included tool.

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Q: If we are running multitenancy are we able to brand it per tenant?

A: Yes, Helix Chatbot is available through SaaS. You will be able to have multiple chatbots each with its own branding.

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Q: Is the BMC Chatbot "re-branding tool" fully supported by BMC?

A: The Helix chatbot re-branding tool is part of the application and supported by BMC.

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Q: When you say train the BMC Chatbot you mean configure, right?

A: Training involves creating conversations, configuration and providing data.

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Q: Chatbot works only with DW Advanced? Smart IT?

A: Helix Chatbot only works with Digital Workplace Advanced.

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Q: To have Helix Chatbot, do we need to license Innovation Suite?

A: Helix Chatbot requires 1) Digital Workplace Advanced and 2) the Helix platform which includes a limited license of Innovation Suite.

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Q: What version of Remedy ITSM Stack will support Chatbot?

A: Chatbot works through Digital Workplace Advanced 18.02 or later which requires Remedy ITSM 9.1.x or later

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Q: hope it should have inbuild integration with Knowledge mgmt and BMC Virtual chat

A: Helix Chatbot integrates with knowledge through the Digital Workplace Advanced. It can hand over a conversation to a live agent.

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Q: Is Facebook Workplace supported as an enterprise client?

A: Facebook Workplace is not currently supported.

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Q: Is Chatbot also available for on-premise Remedy 9.1x customers?

A: Helix Chatbot is SaaS-only. It can work with Remedy 9.1.x on-premise if you have 1) Digital Workplace Advanced 18.02 or later and 2) Use the Helix Internet Gateway which connects the cloud to your data center.

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Q: Is the Escalate Issues to live support agents available now or is this a future feature?

A: It is available now, as of the 18.05 release.

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Q: Chatbot works through Digital Workplace Advanced which requires Remedy 9.1.x....if we have DWP 18.02 and Remedy 9.1.03 will sufficient for BMC Chatbot or need any upgrade on ITSM?

A: Chatbot will work with DWP 18.02 and Remedy 9.1.03. It does not require an ITSM upgrade.

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Q: Do we get a IBM Watson account with the chatbot or do we need to create our own to use with the chatbot?

A: Helix Chatbot includes an IBM Watson account. You do not need to get one separately.

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Q: Is it My IT Service Broker that should be able to connect to Helix Chat bot in Cloud?

A: MyIT Service Broker is an older product that does not support Chatbot. Chatbot requires Digital Workplace Advanced. You can migrate from MyIT Service Broker to Digital Workplace Advanced through your BMC rep.

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Q: Is there a format the knowledge article needs to be created for chat bot or Watson to find it? As per demo it brought a video how did it know which type of article it need to bring?

A: Knowledge does not need to be in a special format for the chatbot. Chatbot finds knowledge through Digital Workplace Advanced. The articles are the top results of a knowledge search. If the channel supports HTML (such as the Helix Chatbot web application) they are rendered the same way they would be on the browser.

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Q: What solutions need a firewall port openings / place them in DMZ to be able to connect to Helix Chat bot SaaS solutions? Since all of our solutions BMC Digital Workplace Advanced, ITSM are all on premise and behind a Firewall.

A: BMC will need to have a technical conversation with you to understand your current infrastructure.

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Q: On Which Cloud BMC Helix is hosted is it AWS/Azure?

A: Helix Chatbot is currently available on the BMC Cloud and AWS. It will be available on Azure later this year.

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Q: Are there any plans to integrate other services than IBM's Watson, like Amazon Lex and Cortana?

A: Helix Chatbot currently integrates with IBM Watson. It will add support other AI technologies over time.

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Q: Would chat bot will able to find the details from look up field of dwp catalog? in the demo, the drop down was static

A: This is covered in the presentation. Some information can be looked up and we will support more look ups over time.

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Q: Is it possible to use the BMC Chatbot without IBM Watson to provide knowledge articles and perform some standard tasks like password reset?

A: Helix Chatbot currently requires IBM Watson.

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Q: Which of on premise data is exposed to Cloud?

A: The Helix Chatbot works with Digital Workplace Advanced, so the data available is exactly the same as that configured to be available there.

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Q: Does chatbot support users that are seeing impaired with voice response especially from a local workstation?

A: The Chatbot supports JAWS 18 screen reader

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Q: Is chatbot FedRamp certified?

A: Helix Chatbot requires both Innovation Suite and IBM Watson. Innovation Suite and the Chatbot application are in the process of FedRamp approvals. IBM Watson is currently not FedRamp approved.

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Q: Is there a path to use Chatbot in Remedy 9.1.x?

A: Chatbot works through Digital Workplace Advanced 18.02 or later which works with Remedy 9.1.x or later

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Q: Is this On premises or cloud

A: Helix Chatbot is SaaS-only but it can connect with on premise systems.

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Q: Does this require additional hardware to run?

A: No, it is a service provided in the BMC Cloud

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Q: How are these Answers configured in Cha Bot? Is this something like AIML files that we do in Virtual Chat?

A: No, the conversation dialog is stored in IBM Watson. The dialog is generated with tooling that works with the Digital Workplace Advanced catalog. Specifically, the IBM Watson Assistant service.

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Q: is there a playpen where our developers can test and play around with the product?

A: Not currently

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Q: from a licensing perspective, is Chatbot included with DWP Advanced or is Chatbot a separate purchase above and beyond DWP Advanced?

A: Helix Chatbot is not included with Digital Workplace Advanced. It is a separate purchase.

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Q: Is Cloud the only option?

A: Helix Chatbot is only SaaS however it can connect to your on-premise system.

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Q: what capabilities does the bot bring in terms of connecting to external systems. do we have the flexibility to customize and extend to systems such as Password Management solutions such as OKTA?

A: The Helix Chatbot has access to external data through the Integration Service part of Innovation Suite upon which it is built. This allows you to configure and/or build connectors to any data source. It also works with Remedy SSO that is extendable.

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Q: Regarding Chatbot Personalization, how does the Chatbot identify the user. Does it have any SSO integration of would get the user name and password?

A: It works with Remedy SSO, so the dialog knows the identity of the logged in user.

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Q: ok, so if we want to do a POC, using G the client data, how do we go about doing this?

A: Please work through your BMC account rep to arrange a POC

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Q: What is the advantage of using bms chatbot over IBM Watson directly if I am not using any bmc product?

A: The advantages are that the Helix Chatbot is 1) pre-integrated with Digital Workplace Advanced catalog 2) available through multiple channels including Web, Slack, Skype and SMS 3) Can be extended through the Innovation Suite and Integration Service.

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Q: If an issue to not resolved by Chatbot, how would the issue be added to the knowledge base for future questions?

A: This can be done by customizing the business logic during the conversation, using the Innovation Suite capabilities that it is based on.

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Q: May I know form which Version of Remedy Helix can be used?

A: It requires 1) Digital Workplace Advanced 18.02 or later and 2) Remedy 9.1.x or later-

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Q: With the Helix Chat bot how much access do we get to the IBM Watson Assistant capabilities

A: You have full access to using the IBM Watson Assistant design tools and capabilities.

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Q: How about organizations running Remedy 8.1.x. Does it mean they cannot implement Chatbot?

A: Helix Chatbot requires Remedy 9.1.x and Digital Workplace Advanced 18.02 or later. It does not support Remedy 8.1.x

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Q: Will Chatbot eventually replace Virtual Chat or just work side by side with it? Also, if both Virtual Chat and Chatbot are installed, how does the end user select which to use or must they specify a "live agent" in Chatbot in order to switch to VC?

A: Helix Chatbot works side by side with VirtualChat. You have the option on how to present the chatbot and VirtualChat to users. We suggest starting with Chatbot and then allowing the user to connect to a live agent if necessary.

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Q: Is it possible to connect the BMC Chatbot to Lotus Notes / Sametime?

A: That may be possible using the Integration Service. It depends on the use case you are trying to implement.

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Q: Is it possible to use the chatbot with cisco jabber?

A: Not currently

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Q: how to integrate SMS?

A: SMS is supported through Twilio, <https://docs.bmc.com/docs/innovationsuite/cloud/enabling-an-sms-chatbot-conversation-in-an-application-797317582.html>

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Q: Can the Integration Service integrate to any 3rd Party tools like SAP through API's , or it can integrate only with OOTB connectors?

A: You can build your own connectors to any API

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Q: We have a requirement to provide chat capabilities to our agents from a mobile app. Do we have mobile app sdk which can be used to integrate with our mobile app?

A: Chatbot works on mobile through Skype, Slack or SMS. VirtualChat which provides live chat capability works on mobile browsers.

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