



BMC Helix Knowledge Management by ComAround 21.x: Fundamentals Administering

COURSE ABSTRACT

COURSE CODE

- » SPPT-CKMA-2102

APPLICABLE VERSIONS

- » BMC Helix Knowledge Management by ComAround

DELIVERY METHOD

- » Instructor-led Training (ILT)

COURSE DURATION

- » 0.5 day

PREREQUISITES

- » N/A

RECOMMENDED TRAININGS

- » BMC Helix Knowledge Management by ComAround 21.x: Fundamentals Using

Course Overview

BMC Helix Knowledge Management by ComAround is a cloud-based Knowledge Management software specifically designed to optimize the creation and reuse of knowledge within your organization.

This comprehensive hands-on training focuses on how to manage features, settings, and users in the application interface to optimize the workflow and usage.

Target Audience

- » Administrators

Learner Objectives

- » Concepts related to user groups and access to content
- » Describe content structure/taxonomy
- » Create and work with tags
- » KCS Article Template: Fields and examples
- » Edit fields for various user groups
- » Manage licensed and basic users
- » Explore various interface settings:
 - Portal
 - Platform Specific Settings: ComAround Knowledge
 - Platform Specific Settings: Knowledge Worker Platform
- » Basic settings for the Microsoft Teams integration app
- » Add, edit, or delete alarms
- » High-level understanding of the built-in reports
- » Explore the built-in Knowledge Library



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COURSE ACTIVITIES

- » Classroom Presentations
- » Group exercise
- » Quizzes

BMC HELIX KNOWLEDGE MANAGEMENT BY COMAROUND LEARNING PATH

- » [Find Courses - BMC Software](#)

CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path.

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

Course Modules

Module 1: Foundation

- » Roles and privileges: overview
- » Knowledge article states and visibility
- » User groups
- » Content access

Module 2: Content Structure/Taxonomy

- » Recommendations
- » Setup
- » Examples

Module 3: Creating and Working with Tags

- » Considerations
- » Strategy

Module 4: The KCS® Template

- » Benefits
- » Fields
- » Examples
- » Customizations

Module 5: Administration Module Overview

- » Overview
- » Edit organization details

Module 6: User Groups

- » Overview
- » Edit fields

Module 7: Managing Licensed Users

- » Overview
- » Add a licensed user
- » Edit a licensed user
- » Search for a licensed user
- » Remove a license
- » Delete a licensed user

Module 8: Managing Basic Users

- » Add a basic user
- » Search for a basic user
- » Assign a license to a basic user
- » Delete a basic user

Module 9: Portal Settings

- » General information
- » Configuration settings

Module 10: Platform Specific Settings: ComAround Knowledge

- » Overview
- » Interface settings

- » Graphical customizations

Module 11: Platform Specific Settings: ComAround Self-Service

- » Overview
- » Graphical customizations
- » Customizable text

Module 12: Platform Specific Settings: Knowledge Worker Platform

- » Overview
- » Graphical customization: Logotype
- » Share knowledge

Module 13: Microsoft Teams Integration App

- » Overview
- » Share customization

Module 14: Alarms

- » Add an alarm
- » Edit and delete alarms

Module 15: Reporting and Analytics

- » Built-in reports: Overview

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Module 16: Knowledge Library Content

- » Built-in Knowledge Library: Overview
- » Copy content
- » Subscribe to content

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