
Proactive Notification for BMC Helix Service Management 25.1 release

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BMC Helix Service Management 25.1 version is now available.

On-premises product release date: March 11, 2025

SaaS product release date: February 25, 2025

You are receiving this communication because you are a BMC Helix ITSM, BMC Helix Innovation Suite, BMC Helix ITSM on-premises or BMC Helix Innovation Suite on-premises support contact.

This release delivers significant new functionalities that you have requested.

Resources

Need Support?

See the Customer Support website

at <https://www.bmc.com/support/support-central.html>.

To obtain a BMC Support ID, please contact us

at customer_care@bmc.com.

Where can I get training?

Refer to the [BMC Education Services](#) web pages to learn more.

Attend the [Connect with BMC Helix ITSM and Remedy Webinar Series](#) for technical how-tos, best practice advice, and product updates.

How can I join the Community?

Click the Register link in the [BMC Helix Community](#)

where you can learn from forums, preview upcoming releases, and more.

BMC Helix Service Management 25.1 on-premises release highlights

- **Use updated support for technology stack**

BMC Helix Service Management deployment supports the following technology stacks:

- Kubernetes version 1.31
- OpenShift version 4.17
- Nginx Ingress Controller versions 1.11.4
- Helm versions 3.17

- **Integrate with external logging solutions**

You can integrate BMC Helix Service Management with the Splunk external logging system.

- **Separate installation artifacts for BMC Helix ITSM: Smart Reporting**

You can install Smart Reporting if you have opted for Smart Reporting extended support. The Smart Reporting installation option is not available with the Service Management installation. To install or upgrade Smart Reporting, use the Smart Reporting repositories and the HELIX_SMARTREPORTING pipeline to carry out the process separately.

- **Use Oracle database in the database refresh pipeline**

Use the database refresh pipeline for Oracle database to back up and restore Foundation data, application data, and application configurations from one environment to another. This pipeline simplifies the process of replicating complex and multistep configurations across multiple


environments.

BMC HelixGPT 25.1 highlights

- **Leverage agentic AI capabilities for BMC HelixGPT**

Enable autonomous task execution by using agentic AI capabilities, enhancing user experience with AI-driven responses and seamless integration with other BMC applications and services.

The following agents are available:

- Knowledge Curator 
- Best Action Recommendation
- Change Risk Advisor
- Log Analytics

 Available only with Service Management Advanced license.

- **Upload images as input to BMC HelixGPT**

End users of BMC Digital Workplace can upload images to BMC HelixGPT to generate relevant answers. For example, they can share a screenshot of an error message and receive step-by-step resolution guidance.

- **Register a custom application in HelixGPT Manager**

Administrators can register a custom application in HelixGPT Manager, including the HelixGPT Chat component. Users can then interact with an AI-driven virtual chat that delivers quick, accurate, and context-aware responses.

BMC Helix Innovation Suite 25.1 highlights

- **Maintain exclusive control over your own encryption keys**

As an administrator, utilize the Hold Your Own Keys (HYOK) capability to maintain full control over the encryption keys for encrypted fields in forms and record definitions. By using HYOK, your organization can effectively meet security, compliance, and privacy requirements.

- **UI enhancements**

- **Create customizable alerts and actions**—Configure alerts to notify users about critical updates and prompt necessary actions.
- **Create collapsible container components in View Designer**—Enable collapsible properties in container view components so that users can expand or collapse the container to view information according to their preferences.
- **Create tooltips for record editor fields and action buttons**—Add tooltips to provide concise explanations for UI elements.
- **Set a preferred Home page for custom applications**—Configure a default Home page for users so that they don't automatically land on the first menu item in the navigation bar.

- **Configure live agent support for a custom application**

Enable Live Chat in your custom application to help case agents engage in conversations, understand user inquiries, and resolve issues efficiently, leading to an improved user experience.

- **Automate ticket creation from emails for a custom application**

Streamline customer support by automating email-to-ticket conversion, ensuring faster issue resolution, improved service efficiency, and better reusability of solutions.

BMC Helix ITSM 25.1 highlights

- **Intelligent routing for accelerating incident resolution**

As a service desk manager, use artificial intelligence (AI) to analyze historical incident data and predict the best-suited support group for creating and assigning incidents. AI enhances the

resolution speed of incidents and reduces the overall turnaround time for the service management team.

- **Configurable BMC Helix ITSM navigation bar for better performance**

The navigation bar in BMC Helix ITSM is enhanced to provide improved performance, global search capabilities, and the ability to add and rename menus.

BMC Helix ITSM Insights 25.1 highlights

- **Access context-specific resources in the self-help widget**

In the self-help widget, click the link below the search bar to find guides, videos, and documentation relevant to your current screen.

- **Group incidents with different language descriptions based on semantic similarity**

The new multilingual algorithm for real-time incident correlation can identify similarities among incidents regardless of the language used in the incident description.

BMC Helix CMDB 25.1 highlights

- **Share CI attribute data for impact analysis in BMC Helix NetOps**

Use the SmartGraph Sync schedule to share impact attribute information, helping BMC Helix NetOps assess the effect of degraded CIs on business services.

- **Quickly create service models by using blueprint templates**

Use BMC Helix Service Modeling to quickly create dynamic service models by integrating topology data from multiple sources.


BMC Helix Digital Workplace 25.1 highlights

- **Enhanced BMC HelixGPT capabilities in BMC Helix Digital Workplace**



The following capabilities are available with the BMC Helix Service Management license:

- Use images as input to BMC HelixGPT to generate relevant answers.
- Use voice input as a quick, hands-free way to start a conversation with BMC HelixGPT.
- Configure skills for Employee Navigator to provide BMC HelixGPT capabilities.
- Use Employee Navigator to find service health items or to find answers based on specific people attributes.
- Use out-of-the-box sample skills and prompts for multiple models supported by BMC HelixGPT.
- Provide answers to Employee Navigator in natural language for several types of questions.


- **Create preconfigured search views in BMC Helix Digital Workplace Studio**

- Create search views with preconfigured search text so that end users can view the search results without having to enter common search strings.
- End users can view the search results from BMC HelixGPT or keyword search or both.
- Administrators can link search views in other studio pages. 

- **Collect feedback from external users through surveys**

Broaden your insights by enabling satisfaction surveys for external users on their completed catalog requests.  


- **Restrict on-behalf-of entitlements for specific catalog services**



Secure sensitive information and gain granular control by restricting on-behalf-of requests for specific services. 

- **Select the language for email notifications sent via the notification engine on BMC Helix Innovation Suite**

End users can select and change their preferred language for receiving email notifications from BMC Helix Digital Workplace. Administrators enable this option to make this task self-serviceable.

- **Use Cloud Action to connect to AWS Service Catalog**

Existing customers who are using the end-of-life product, BMC Helix Integration Service, can use Cloud Action for provisioning new products and services that were not previously imported. 

 Available only with BMC Helix Digital Workplace Advanced.  Available only with BMC Helix Digital Workplace Self-Registered User license.

Live Chat 25.1 highlights

- **Easily share files and images**

Users and agents can use the drag-and-drop feature in Live Chat to easily share files and images, enhancing the user experience and speeding up issue resolution.

- **Automate ticket closure after a chat ends**

Administrators can automate ticket closure when a chat ends, ensuring consistent ticket resolution practices and reducing time spent on post-chat administrative tasks.

BMC Helix Business Workflows 25.1 highlights

- **Access documents stored on Microsoft SharePoint by using BMC HelixGPT**

Administrators can use BMC Helix Business Workflows to integrate with Microsoft SharePoint by using BMC HelixGPT, allowing users to access accurate answers from the knowledge base.

- **Configure email IDs to enable an automatic response from BMC HelixGPT**

BMC Helix Business Workflows automates responses to specified email IDs, reducing unnecessary replies to all emails.

- **Support for Thai and Hebrew**

BMC Helix Business Workflows supports Thai and Hebrew locales, allowing users to work in their preferred language.

- **Locale-specific date and time format**

Date and time formats are tailored to the chosen locale, ensuring consistency across the platform and dynamic data fields.

BMC Helix Network Service Operations 25.1 highlights

Identify and relate impacted CIs and services for an incident

Use BMC Helix Network Service Operations for Communication Service Providers to perform an impact analysis to:

- Identify impacted Configuration Items (CIs) and services related to an incident.
- Assess degraded or impaired input CIs to evaluate incidents and manage risks.
- Use the results to make informed decisions and relate affected CIs and services to the incident.
- Accelerate incident resolution with data-driven insights.

BMC Helix Multi-Cloud Broker 25.1 highlights

- **Leverage the following integrations by using BMC Helix iPaaS, powered by Jitterbit**

- Integrate BMC Helix ITSM work orders with Azure DevOps work items to synchronize the application tickets and help agents get real-time updates about the tickets.
- Integrate BMC Helix ITSM with Azure DevOps to create an Azure DevOps work item from a BMC Helix ITSM problem record. Additionally, agents get real-time updates about a ticket's progress.

- **Synchronize the Description field attachments while updating a BMC Helix ITSM ticket**

When agents update a BMC Helix ITSM ticket, any attachments they add are synchronized with the corresponding third-party application ticket. This functionality allows an agent working on the third-party application ticket to get additional details about the ticket.

Downloading and installing the 25.1 version of BMC Helix Service Management

To download and install this version, follow the instructions in the online documentation for BMC Helix Service Management.

Download from EPD	See Downloading the installation files in BMC Helix Service Management Deployment online documentation.
Patch installation	See Upgrading BMC Helix IT Service Management to 25.1 in BMC Helix Service Management Deployment online documentation.

Important upcoming update for custom code-based applications built on BMC Helix Innovation Studio

Starting with BMC Helix Innovation Suite 25.2 version, applications running on BMC Helix Innovation Studio earlier than 21.02 versions and built on the deprecated AngularJS library will no longer be supported. To ensure continued access, you must update these applications to the latest BMC Helix Innovation Suite version.

Version 25.2 includes upgraded UI elements and third-party library updates, which might cause issues for custom-coded applications built on BMC Helix Innovation Studio. To avoid these issues, all custom-coded libraries must be rebuilt with the latest SDK before upgrading to BMC Helix Innovation Suite version 25.2.

Learning more about version 25.1 of BMC Helix Service Management

The BMC Helix Service Management 25.1 release includes many more product enhancements and fixes. For detailed information about the enhancements in this release and the list of issues that have been corrected, see the release notes for each component.

- [BMC Helix Innovation Suite](#)
- [BMC Helix ITSM](#)
- [BMC Helix ITSM Insights](#)
- [BMC Helix CMDB](#)
- [BMC Helix Digital Workplace](#)
- [BMC HelixGPT](#)
- [Live Chat](#)
- [BMC Helix Business Workflows](#)
- [BMC Helix Network Service Operations](#)
- [BMC Helix Multi-Cloud Broker](#)

For more information about BMC Helix, see <https://www.bmc.com/helix>.

Best regards,

Juergen Hauser

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