

Enablement

Task-driven

Mobile devices

Marketing tool

Interactive Graphics

Socially shareable

Value-driven



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Agenda

Concepts (3)

Examples (4)

Let's create (1)



Concept Understanding Tiers

Visualizing the flow

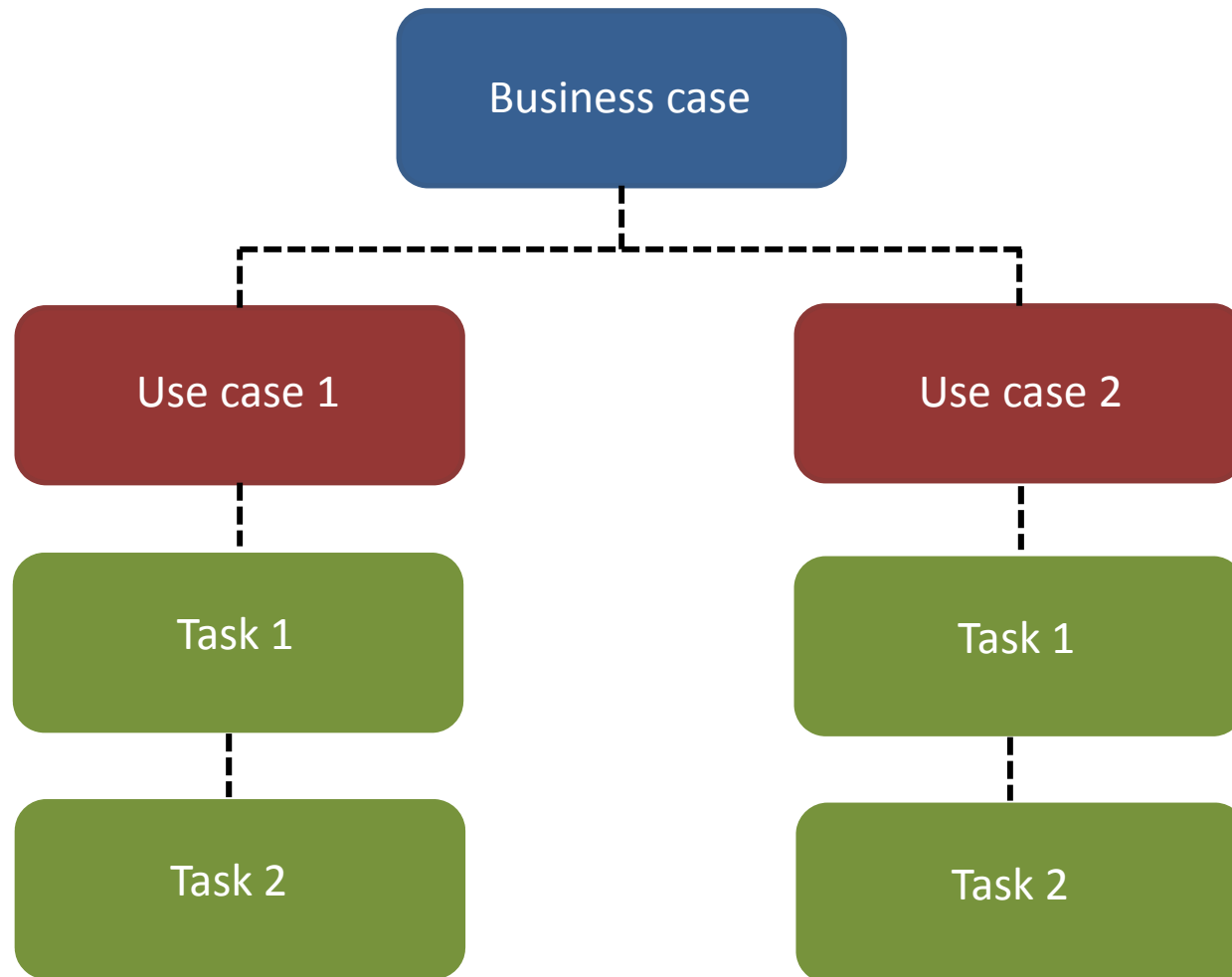
Establishing tiers

Establishing elements



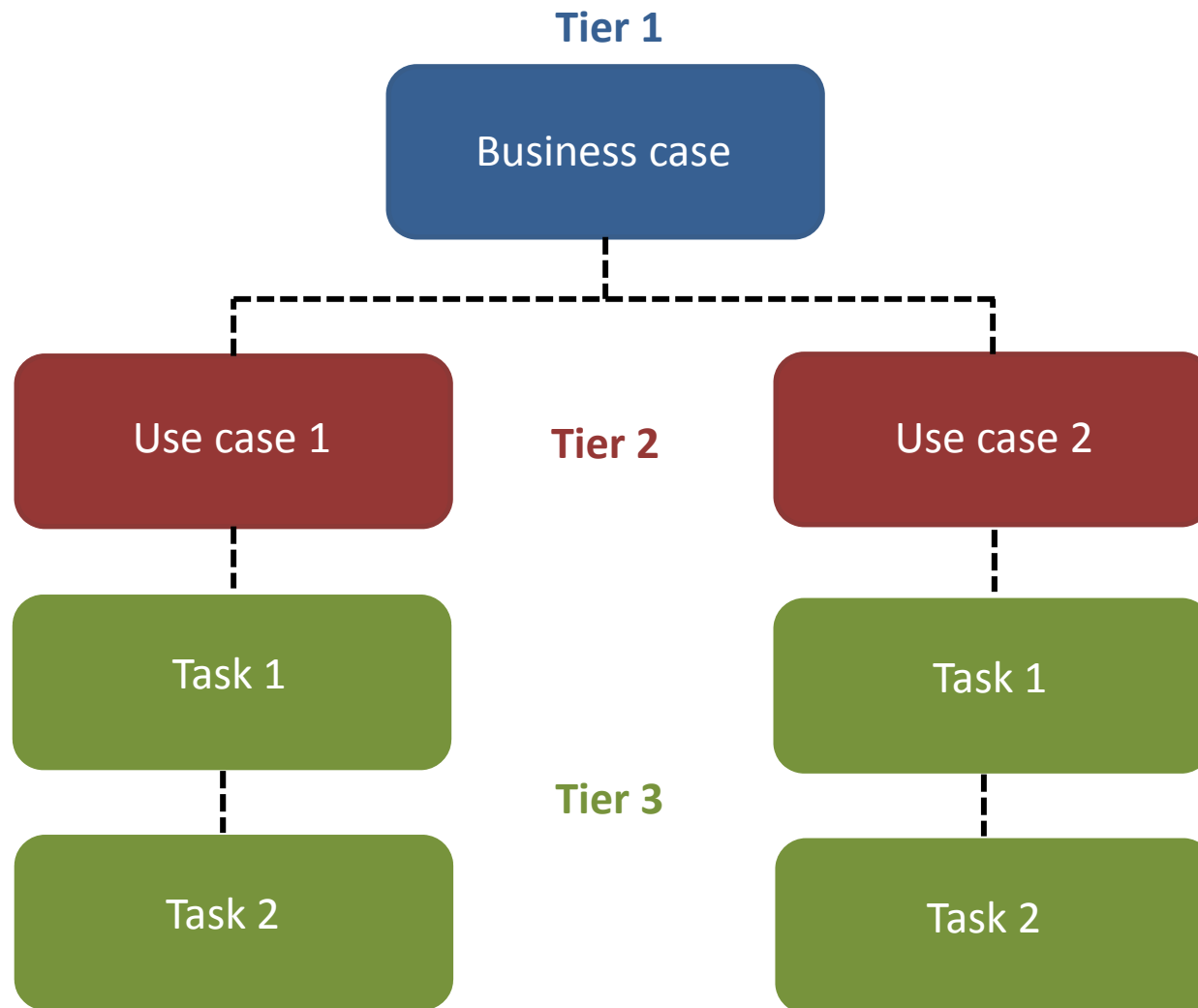
Visualizing the flow

It can be complex but, not complicated!



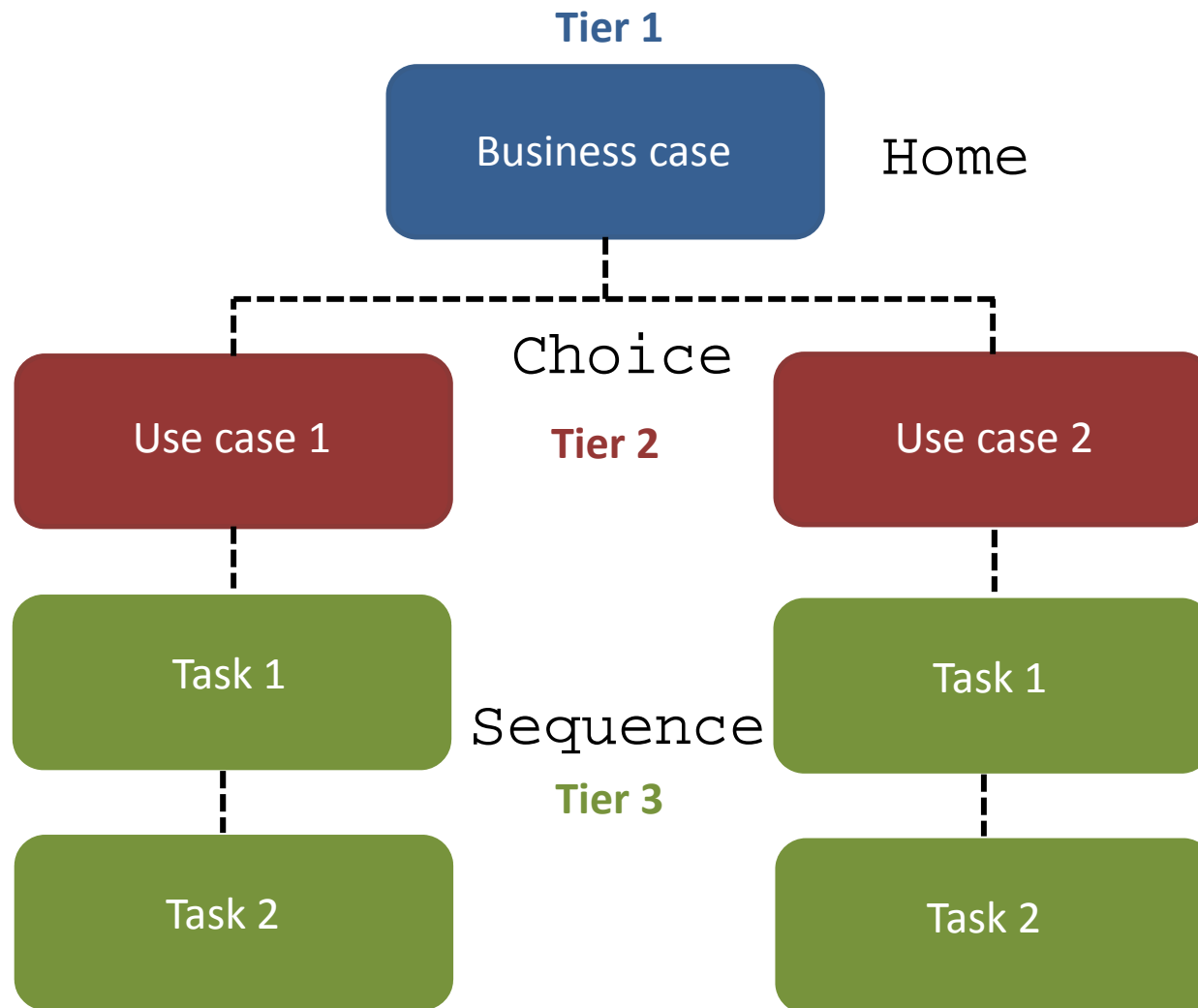
Establishing tiers

One step at a time!



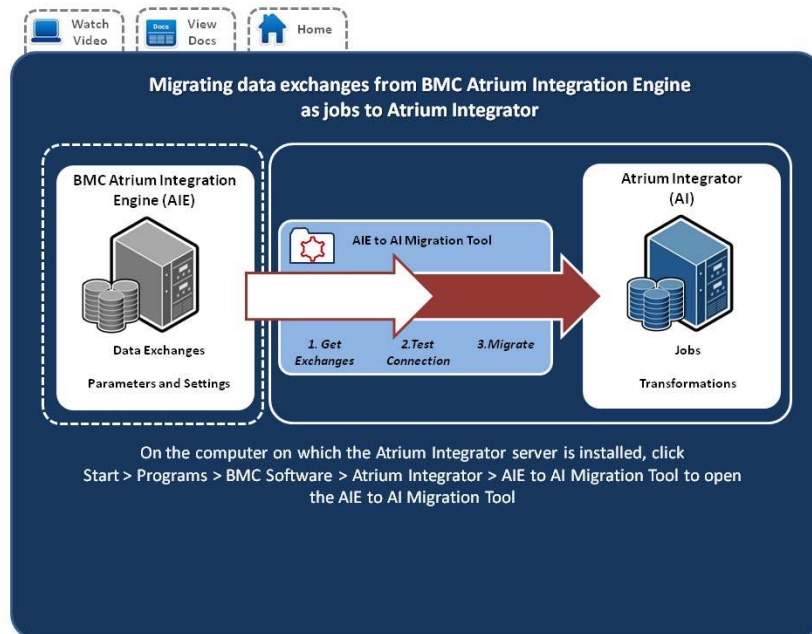
Establishing elements

Design with a purpose!



Example 1

Use case



Two-tier interactivity

Understand different tasks you can perform

View videos for a task

Access relevant documentation without searching

TIER 1: View of tasks

TIER 2: Flow of tasks with key information and link to videos and online documentation

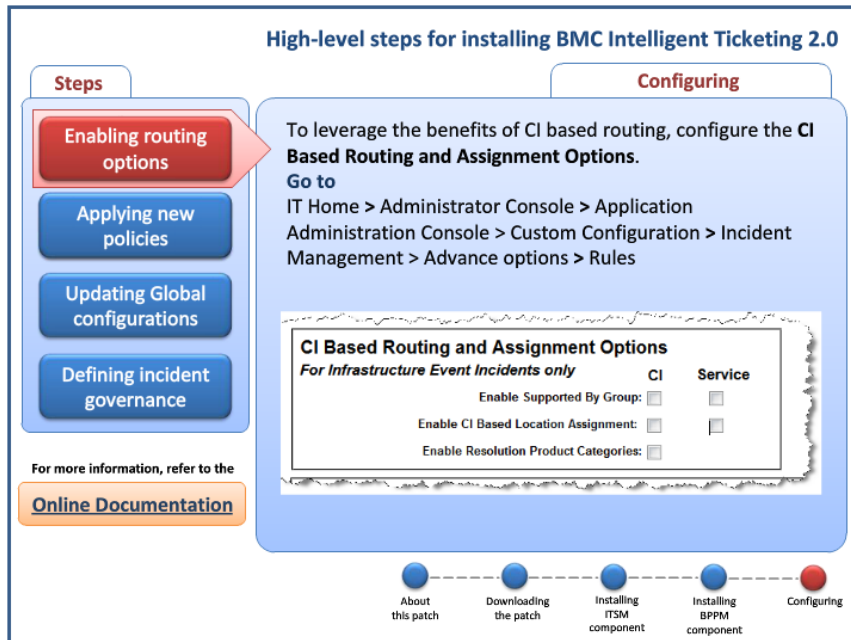
Example 2

Installation

Two-tier interactivity

Multiple navigation

Sequential navigation



Example 3

What's New

Two-tier interactivity

Choice-based navigation

Concept graphics

BMC Intelligent Ticketing 2.0 What's New

Themes

- Solution implementation**
- Optimized collaboration
- Rich content and context
- Expanded routing
- Enhanced incident governance
- Improved incident creation resilience

BMC Intelligent Ticketing @
BMC Communities

Solution patch
BMC Intelligent Ticketing 2.0 is delivered as a solution patch. Applying this patch updates BMC Remedy ITSM Suite and BMC ProactiveNet Performance Management. See, [Installing](#)

Solution configuration
To leverage BMC Intelligent Ticketing 2.0, you need to do certain configurations. See, [Configuring](#)

Solution documentation
BMC Intelligent Ticketing 2.0 space is created to discuss solution level concepts of BMC Intelligent Ticketing. This space complements the existing spaces of involved products.

Solution implementation

Patch for BMC Intelligent Ticketing 2.0

Contains
ITSM component BPPM component

Apply new policies Manage Update
Configure incident governance

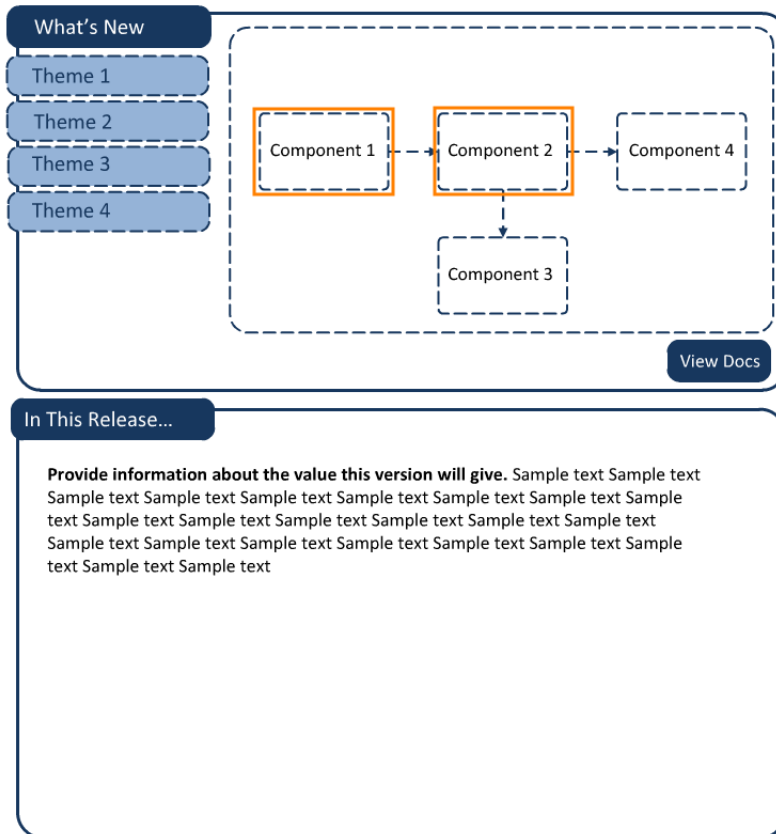
Enable CI-based routing Configure service request

BMC Intelligent Ticketing solution concepts

Product documentation

Example 4

POC



Three-tier interactivity

*Understand what's new as per
themes and/or components*

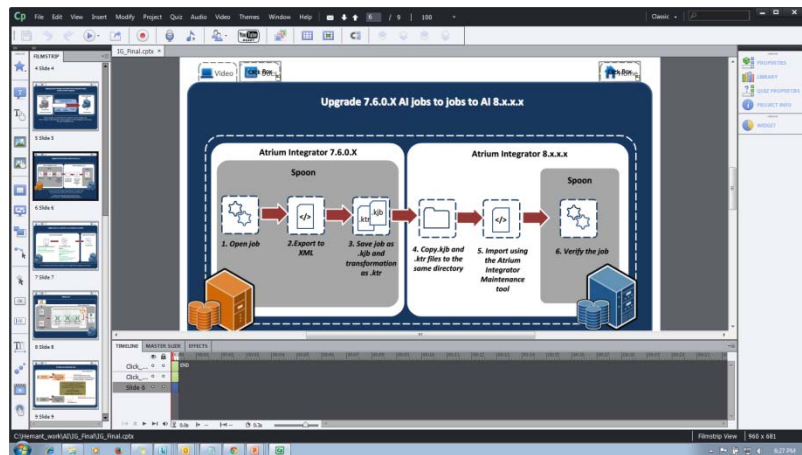
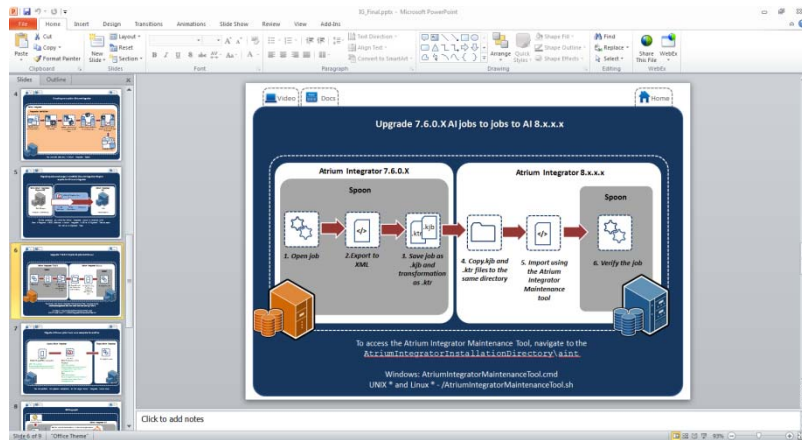
View videos for enhancements

TIER 1: Release tier

TIER 2: Theme tier

TIER 3: Component tier

Demo



Tools

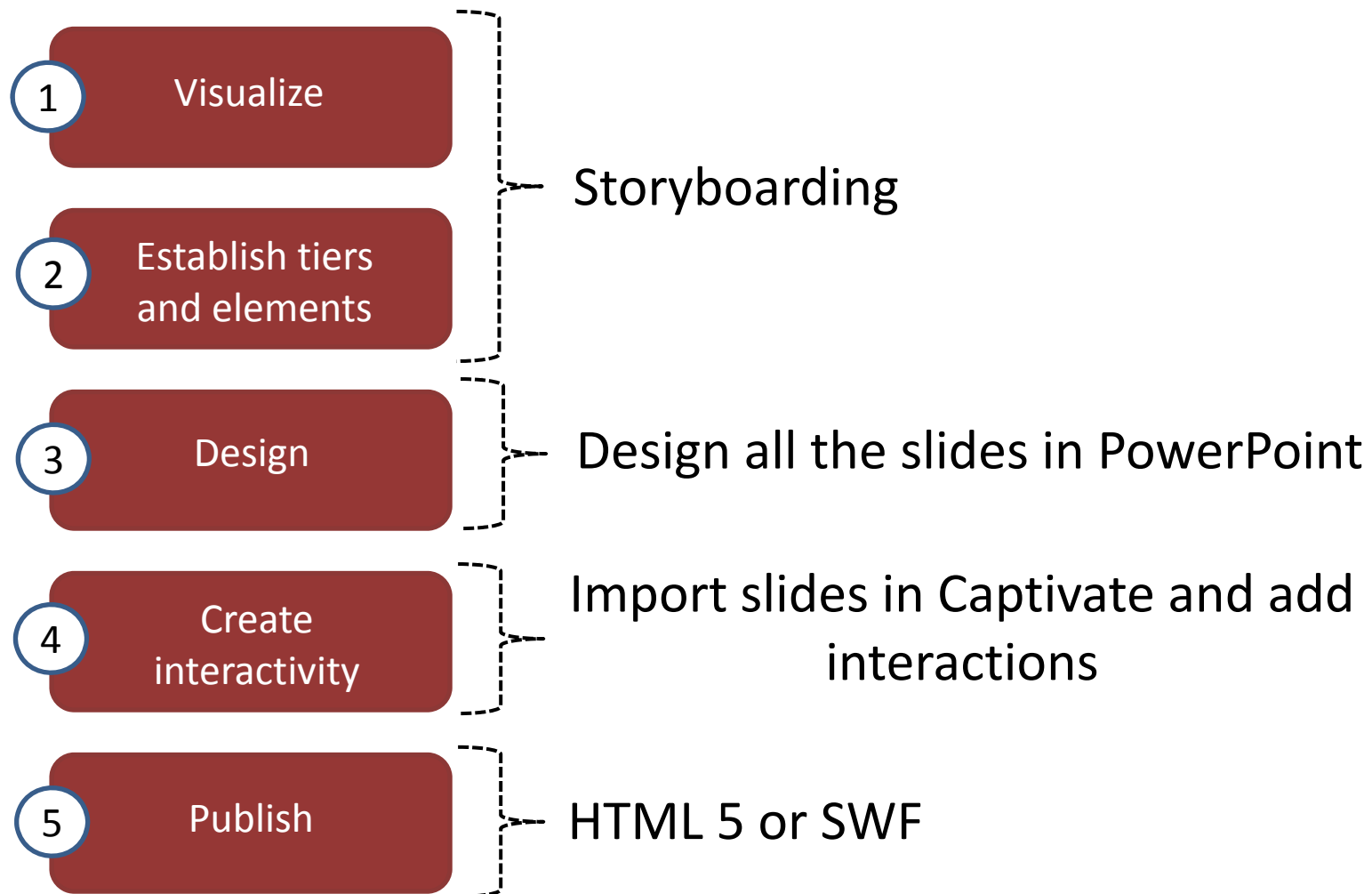
Microsoft PowerPoint

Adobe Captivate



Process

You will enjoy it!



Get going

Some tips



*Follow the tips when you plan to
create your first graphic!*

Flash settings

PPT import settings

Click box settings

Playback settings

Flash security settings

Popups don't work if you don't configure the Flash security settings.

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html

Configure these settings for both viewer and creator.

Global Security Settings panel



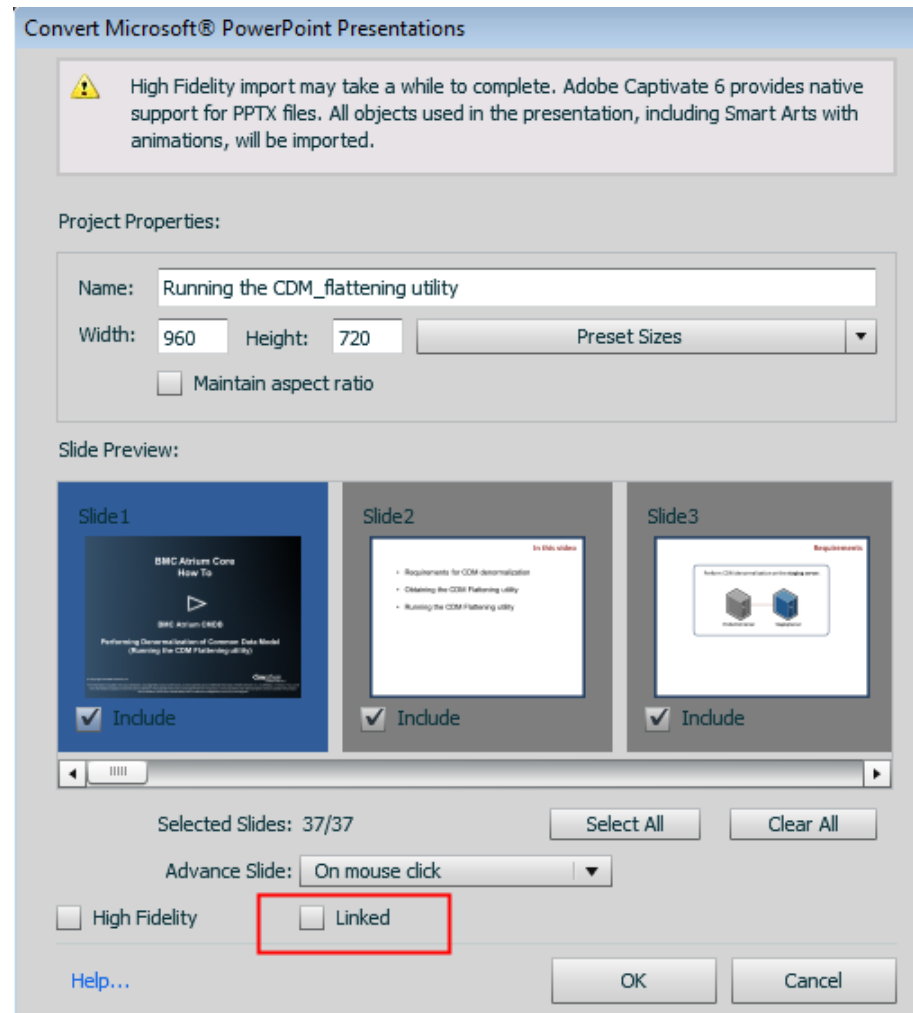
Note: The Settings Manager that you see above is not an image; it is the actual Settings Manager itself. Click the tabs to see different panels, and click the options in the panels to change your Adobe Flash Player settings.

If you are a designer or developer creating applications for Flash Player, see Global security settings for content creators instead.

Importing the presentation

Uncheck the **Linked** option.

http://helpx.adobe.com/captivate/using/microsoft-powerpoint.html#import_powerpoint_presentations_into_adobe_captivate



Linking within the project

These settings are needed to link click boxes within the presentation.

http://help.adobe.com/en_US/captivate/cp/using/WS5b3ccc516d4fbf351e63e3d119e9581edd-7ff9.html

The screenshot shows the 'Click Box' properties panel in Adobe Captivate. The panel has tabs for 'PROPERTIES', 'LIBRARY', 'QUIZ PROPERTIES', and 'PROJECT INFO'. The 'Click Box' tab is active, showing a star icon and an 'Accessibility...' button. The 'Name' field is set to 'Migrate_jobs' and the 'Visible in output' checkbox is checked. The 'ACTION' section is expanded, showing 'On Success' set to 'Jump to slide', 'Slide' set to '7 Slide 7', 'Attempts' set to '1' with the 'Infinite' checkbox checked, 'Last Attempt' set to 'Continue', and 'Allow Mouse Click' checked. The 'Shortcut' field is empty. The 'OPTIONS' section is also expanded, showing 'Captions' with 'Success' and 'Failure' unchecked and 'Hint' unchecked. The 'Others' section has 'Pause for Success/Failure Captions' unchecked, 'Hand Cursor' checked, 'Double-click' unchecked, 'Disable Click Sound' unchecked, 'Pause project until user clicks' checked, and 'Right-click' unchecked.

PROPERTIES LIBRARY QUIZ PROPERTIES PROJECT INFO

Click Box Accessibility...

Name: Migrate_jobs

☒ Visible in output

ACTION

On Success: Jump to slide

Slide: 7 Slide 7

Attempts: 1 ☒ Infinite

Last Attempt: Continue

☒ Allow Mouse Click

Shortcut:

OPTIONS

Captions: ☐ Success ☐ Failure ☐ Hint

Others: ☐ Pause for Success/Failure Captions

☒ Hand Cursor

☐ Double-click

☐ Disable Click Sound

☒ Pause project until user clicks

☐ Right-click

Linking to external sites

These settings are needed to link click boxes to external sites.

http://help.adobe.com/en_US/captivate/cp/using/WS5b3ccc516d4fbf351e63e3d119e9581edd-7ff9.html

The screenshot shows the 'Click Box' properties dialog in Adobe Captivate. The 'ACTION' tab is selected, showing the 'On Success' action set to 'Open URL or file' with the URL 'https://docs.bmc.com/docs/dis'. A dropdown menu is open for the 'Attempts' setting, showing options: 'Current', 'New' (selected), 'Parent', 'Top', and 'Continue Playing the Project'. The 'OPTIONS' tab is also visible, showing settings for 'Captions' (Success, Failure, Hint) and 'Others' (Pause for Success/Failure Captions, Hand Cursor, Double-click, Disable Click Sound, Pause project until user clicks, Right-click).

PROPERTIES LIBRARY QUIZ PROPERTIES PROJECT INFO

Click Box Accessibility...

Name: Click_Box_28

☒ Visible in output

ACTION

On Success: Open URL or file

URL: https://docs.bmc.com/docs/dis

Attempts: 1

Last Attempt: Continue

☒ Allow Multiple Attempts

Shortcut:

☐ Current

☒ New

☐ Parent

☐ Top

☐ Continue Playing the Project

OPTIONS

Captions: ☐ Success ☐ Failure

☐ Hint

Others: ☐ Pause for Success/Failure Captions

☒ Hand Cursor

☐ Double-click

☐ Disable Click Sound

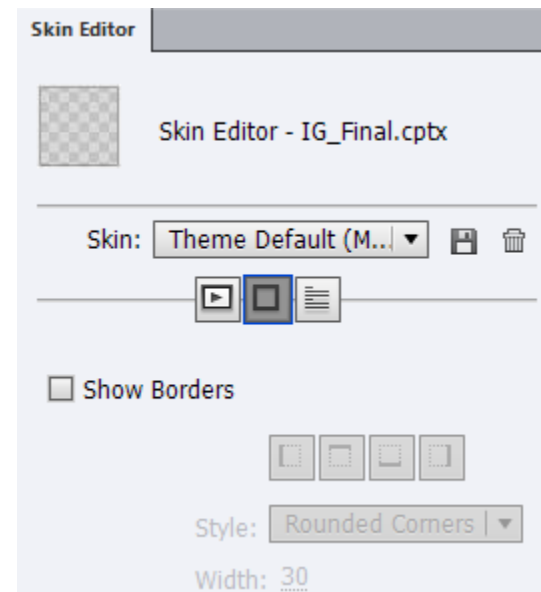
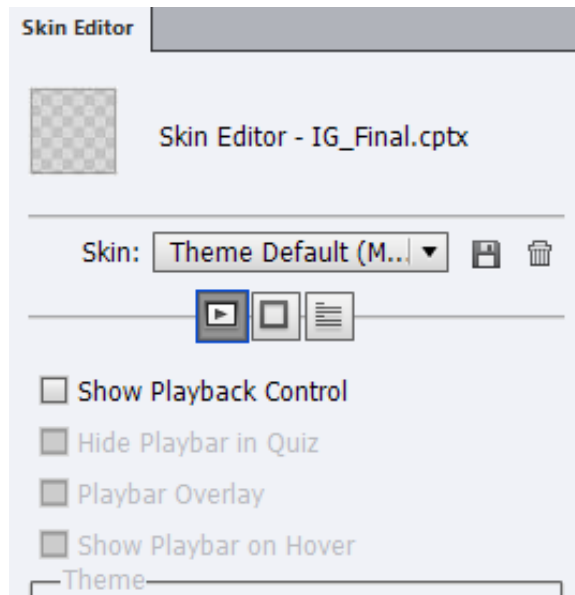
☒ Pause project until user clicks

☐ Right-click

Playback settings

Remove borders and playback controls.

http://help.adobe.com/en_US/captivate/cp/using/WS5b3ccc516d4fbf351e63e3d119e9582a67-7fe9.html



Questions?

No? Blank?



Plot twist. Waldo finds himself.