

Agents Configuration Assistance Program

Should customer require licenses for any of the BMC HelixGPT Agents Services identified below, BMC Helix shall grant a temporary right to access and use such agent, subject to the terms and conditions of the Online Trial Agreement, available at <https://www.helixops.ai/content/dam/bmc/corporate/online-trial-agreement.pdf>. Without prejudice to any other term in such agreement, BMC Helix agrees to extend its term to a non-renewable/ non-extendable period of 90 (ninety) days, for the sole purpose of this program. Any use of the agents by the Customer in a production environment or to process production data shall be entirely at the Customer's own risk and BMC Helix waives all liabilities arising out of such use. Subsequent to the signature of the consent letter, BMC Helix shall deliver to Customer a unique access key enabling the Customer to access and use the Product in accordance with the terms of this Trial Agreement. Such access key shall be delivered electronically to the Customer's designated contact.

Any Professional Services provided by BMC Helix shall be governed by the terms of the agreement available at <https://www.helixops.ai/content/dam/bmc/corporate/csma.pdf>.

The Agents Configuration Assistance Program consists of two categories of engagement:

- **Light-Touch HelixGPT Agent Engagements**, consisting solely of advisory, guidance, knowledge transfer, and demonstration activities conducted in non-production environments and excluding any hands-on keyboard access by BMC Helix; and
- **Advanced HelixGPT Agent Engagements**, comprising scoped implementation, configuration, and related professional services activities, which may be performed in production and/or non-production environments and may require hands-on keyboard access by BMC Helix personnel.

Customer's participation in the Program is subject to the fulfilment of the prerequisites specified below ("General Prerequisites"). In addition, certain Agents may be subject to supplementary prerequisites ("Agent Specific Prerequisites"), dependencies, or eligibility criteria, which are identified in the Agent-specific requirements table and must be satisfied before the applicable services are provided.

General Prerequisites

Subject to Customer:

- being under active support; and
- giving BMC Helix permission to access customer's environment; and
- accepting responsibility for the content of any data file, control access to the files, and maintaining their back-up and recovery; and
- ensuring active participation in the user acceptance testing and go-live processes;
- having acquired separately valid licenses for one (1) of the third-party LLM generative AI providers supported by BMC HelixGPT (please refer to User Guide for supported models).

Agents Configuration Assistance Program Overview

Light-Touch HelixGPT Agent Engagements

BMC Helix may, at its sole discretion and subject to resource availability, provide Light-Touch HelixGPT Agent Engagements without the execution of a separate Statement of Work or Consent Letter. Such engagements are limited exclusively to workshops, demonstrations, advisory services, and general guidance. Any implementation, configuration, customization, development, production support, hands-on-keyboard activity, deliverable creation, or other Professional Services activity shall require a separately executed Statement of Work or other mutually agreed contracting vehicle.

For the avoidance of doubt, the HelixGPT Agents that may be discussed or demonstrated as part of a Light-Touch HelixGPT Agent Engagement currently include the Service Collaborator Agent and Insight Finder Agent. This list is illustrative only, is not exhaustive, and may be modified by BMC Helix from time to time in its sole discretion.

Advanced HelixGPT Agent Engagements

Advanced HelixGPT Agent Specific Prerequisites

Agent Specific Prerequisites	Employee Navigator	Service Collaborator
Licensed for and implemented	(i) BMC Helix Digital Workplace Advanced, and (ii) BMC Helix ITSM, and (iii) Helix Employee Navigator in BMC SaaS version 26.1 or above; and (iv) BMC Helix IT Service Management version 26.1 or above with progressive views	(i) BMC Helix ITSM in BMC SaaS version 26.1 or above; and (ii) BMC Helix IT Service Management version 26.1 or above with progressive views
Knowledge Articles in	BMC Helix ITSM; Knowledge Management or BMC Helix Knowledge Management by ComAround or BMC Helix Business Workflow	BMC Helix ITSM; Knowledge Management; or BMC Helix Knowledge Management by ComAround

Upon Customer's express request and subject to BMC Helix's approval, resource availability and execution of the agreed Contracting Model. Subject to the foregoing.

Agent	Employee Navigator	Service Collaborator	Employee Navigator and Service Collaborator Combined
Duration and Mobilization	BMC Helix may provide up to twenty-one (21) Business Days of Services during three (3) consecutive calendar months and shall use commercially reasonable efforts to mobilize resources within four (4) weeks.	BMC Helix may provide up to nineteen (19) Business Days of Services during three (3) consecutive calendar months and shall use commercially reasonable efforts to mobilize resources within four (4) weeks.	BMC Helix may provide up to twenty-seven (27) Business Days of Services during three (3) consecutive calendar months and shall use commercially reasonable efforts to mobilize resources within four (4) weeks.
BMC Helix Development Environment Activities	Enable: BMC HelixGPT for BMC Helix ITSM Configure: - Chosen Generative AI provider for the selected Agent; - BMC Helix Employee Navigator to use BMC HelixGPT as the natural language engine; - HelixGPT in Digital WorkPlace; - Configure and schedule the rules for ingesting data into the BMC HelixGPT database; - Publish up to three (3) existing DWP catalog services to BMC HelixGPT; - Define the search settings for one (1) knowledge source to provide relevant knowledge articles to end users; - One (1) filter for each connection in scope for one skill; - One (1) search filter for Helix Knowledge Management (HKM) connection composed with up to ten (10) tags; - Perform up to half a business day on a knowledge transfer of the configurations deployed;	Enable: BMC HelixGPT for BMC Helix ITSM Configure: - Chosen Generative AI provider for the selected Agent; - Configure and schedule the rules for ingesting data into the BMC HelixGPT database; - Perform up to half a business day on a knowledge transfer of the configurations deployed; - Migrate configurations from Development environment to the QA environment and/or Production environment; Demonstrate functionality configured in QA and/or Production environment. This configuration assistance is a one-time assistance, which may change at BMC Helix's discretion without notice.	Enable: BMC HelixGPT for BMC Helix ITSM Configure: - Chosen Generative AI provider for each selected Agent - BMC Helix Employee Navigator to use BMC HelixGPT as the natural language engine; - BMC Helix Service Collaborator to use BMC HelixGPT as the natural language engine; - HelixGPT in Digital WorkPlace Studio Search Bar; - Configure and schedule the rules for ingesting data into the BMC HelixGPT database; - Publish up to three (3) existing DWP catalog services to BMC HelixGPT; - Define the search settings for one (1) knowledge source to provide relevant knowledge articles to end users; - One (1) filter for each connection in scope for one skill; - One (1) search filter for Helix Knowledge Management (HKM) connection composed with up to ten (10) tags;

	• Migrate configurations from Development environment to the QA environment and/or Production environment; • Demonstrate functionality configured in QA and/or Production environment. This configuration assistance is a one-time assistance, which may change at BMC Helix's discretion without notice.		• Perform up to half a business day on a knowledge transfer of the configurations deployed; • Migrate configurations from Development environment to the QA environment and/or Production environment; • Demonstrate functionality configured in QA and/or Production environment. This configuration assistance is a one-time assistance, which may change at BMC Helix's discretion without notice.
Customer Responsibilities	• Grant BMC Helix permission to access customer's environment; and • accepting responsibility for the content of any data file, control access to the files, and maintaining their back-up and recovery; and • ensuring active participation in the user acceptance testing and go-live processes;		
**Contracting Model	Agents Configuration Assistance Program Consent Letter ("Consent Letter")		

**** BMC Helix shall have no obligation to provide any additional or customized services unless and until such services have been approved by BMC Helix, resources are available, and the Parties have executed an applicable Statement of Work ("SOW") or other mutually agreed contracting vehicle. Any such services shall be governed by the fees, charges, terms, and conditions then in effect.**