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HCL BigFix AEX Version12 Release Notes



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1. Executive Summary

The **AEX v12 release** marks a transformational leap forward in enterprise-grade Agentic AI development. At the heart of this release is **Agent Studio**, a revolutionary no-code/low-code platform that empowers business users and developers alike to design, orchestrate, and deploy intelligent multi-agent systems. With a drag-and-drop canvas, custom tool integration, and orchestration support, Agent Studio significantly lowers the barrier to entry for building enterprise AI solutions.

This release also delivers **deep enhancements across the AEX ecosystem**, including expanded Self-Heal capabilities for macOS, customizable UIs, and real-time support analytics via dashboards. The **Agent Assist module** now includes a GenAI-powered Co-pilot and ITSM integration for Return-to-Operations (RTO) tracking - bringing intelligence and speed to every support interaction.

With support for **state-of-the-art GenAI models**, hyperparameter tuning, and **platform-level advancements** like PWA support and centralized bot management.

This release positions AEX as the definitive platform for organizations seeking to harness the transformative power of artificial intelligence while maintaining the control, security, and reliability demanded by enterprise environments.

2. What's New

2.1 Agent Studio - Revolutionary AI Agent Development Platform

The centerpiece of AEX V12 is Agent Studio, designed to enable anyone to build sophisticated AI agents without extensive technical expertise.

Key Features:

- No-code/low-code visual interface with drag-and-drop agent building capabilities
- Comprehensive tools catalogue featuring pre-built integrations for common business functions
- Custom tool creation framework for organization-specific requirements
- Multi-agent orchestration enabling complex workflows with coordinated AI agents
- Extensive models library providing access to state-of-the-art AI capabilities
- Flexible GenAI subscription management supporting Azure OpenAI, Google Vertex AI, and Amazon Bedrock

- Specialized agentic AI workflow builder with intelligent canvas design

Business Impact:

- Reduces development time from weeks to hours
- Eliminates technical barriers for business users
- Enables rapid prototyping and deployment of AI solutions
- Supports enterprise-scale multi-agent scenarios

2.2 Self-Heal Enhancements

- **Self-Heal for MacOS**

The Self-Heal client now supports macOS, extending proactive remediation capabilities across all major operating systems. Admins can now monitor and heal issues for Mac users via the same unified AEX console.

- **Agent-Triggered Self-Heal Actions**

Support agents can now trigger self-heal solutions directly during a chat session using a dedicated UI. This speeds up resolution, especially for known issues, reducing downtime for end users.

- **Configurable UI for Self-Heal**

Tenants can now personalize the agent UI, including layout selection, color themes, logo uploads, icon packs, and font styles - enabling white-labeled, intuitive experiences for end users.

- **Solution Customization via Admin Console**

Tenant admins can now modify solution titles, descriptions, and thumbnail images, tailoring the experience to match their organization's language and branding standards.

2.3 Analytics & Dashboards

- **Agent Live Dashboard**

Supervisors gain a real-time view into support queues, agent activities, and ticket statuses. This live dashboard enhances resource allocation, SLA adherence, and queue management.

- **Cognitive Analytics Enhancements**

Improvements in tooltip clarity, customer ID visibility, tabular views, and data export options. These refinements help in faster diagnosis, KPI extraction, and data interpretation.

- **Custom Dashboard in Cognitive Analytics**

Managers can now configure their own analytics dashboards to track specific metrics aligned with operational goals - offering data visibility without engineering dependency.

2.4 Agent Assist & Co-Pilot

- **Agent Assist ITSM Integration**

Now tracks and reports Return to Operations (RTO) data from ITSM workflows. It enables post-incident analysis and performance benchmarking for IT managers.

- **Co-pilot for Agent Assist**

A button in agent assist for human agents to generate real-time suggestions, auto-summarizes ticket conversations, and drafts responses - accelerating resolution time and improving consistency.

- **Agent Assist Interaction History**

Agents and supervisors can view historical interactions for a given user, enabling better context, reducing redundancy, and identifying repeat issues.

- **Agent Assist Usability Improvement**

Improvements to tracking agent transfers and user actions enhance usability, offering deeper insights into engagement and transfer efficiency.

2.5 AI & GenAI Platform Features

- **Support for New GenAI Models**

AEX now supports the latest model releases from OpenAI, Vertex AI, and Amazon Bedrock, allowing customers to plug in cutting-edge models for superior conversational quality.

- **Hyperparameter Tuning in GenAI Studio**

Advanced users can now tune supported LLMs through the GenAI Studio interface - adjusting temperature, top_p, frequency penalties, and more for both task builder and playground.

2.6 Platform Enhancements

- **Progressive Web App (PWA) Support**

Users can now install AEX as a Progressive Web App on any device, offering app-like experiences without the friction of native app downloads.

- **Bot Management Console**

Unified interface for configuring, previewing, and deploying bots - eliminating console switching and streamlining deployment workflows.

2.7 Developer & Admin Tools

- **Taskmaster Functionality**

Taskmaster Functionality is a streamlined task management feature. It enables users to efficiently organize, track, and oversee various tasks directly

within the AEX platform. This integration provides a centralized solution for task administration, enhancing overall workflow management.

- **Job Management for Workflows**

Workflow admins can now monitor task completion status and manage job execution flows directly within the workflow UI - bringing better control and auditability.

3. Looking Forward

The AEX v12 launch sets the foundation for the next wave of **intelligent enterprise automation**. Looking ahead, our focus will be on:

- **Multi-agent scenario expansion:** Enhancing orchestration patterns, long-term memory, and context persistence across agents.
- **Embedded AI Observability:** Providing out-of-the-box tools for agent performance tracking, hallucination control, and ethical guardrails.
- **Voice-native Agents:** Seamless integration of voice AI across touchpoints for support, onboarding, and process automation.

As we continue evolving the AEX platform, our mission remains clear: **Empower every team to harness the power of Agentic AI to improve efficiency, satisfaction, and outcomes - at scale.**

This release reflects our commitment to continuous innovation and customer success, providing the tools and capabilities needed to transform business operations through intelligent automation. We encourage all users to explore the new features and capabilities, and we look forward to seeing the innovative solutions our community will create with these enhanced tools.

For detailed migration guides, training materials, and technical documentation, please visit our comprehensive resource center. Our support team remains available to assist with any questions or challenges during your upgrade process.



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