# What is new in ConSol CM?

New functions and improvements in version 6.18

*June 2025, Product management ConSol CM*

# Dear ConSol and ConSol CM customers,

We would like to take this opportunity to introduce you to the new features of ConSol CM Version 6.18. This new major release brings many innovations. We are particularly pleased to present two new applications:

- New contact selection in cases – user-friendly in the Web Client and configurable in the Web Admin Suite.

- Rich text templates moved from the Web Client into the Web Admin Suite – enables user-friendly management and better integration with other administrative tasks.

We hope you enjoy reading this presentation and getting to know the new version.

Please feel free to contact us if you would like to see a live demo or if we can help you with any questions about your ConSol CM system.

*Your ConSol CM Product management & Sales team*

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# Improvements for end users

- Contact selection in cases
- Status indication for user selection
- Search for empty fields
- Search and DWH for autocomplete fields

# New contact selection in cases

## Intuitive contact selection in cases

### Optimized search field

- Search all your contacts using the new search field – even without knowing the customer group or in which data field the search terms are stored.

- Search suggestions can be individually customized in the Web Admin Suite via a new template. You can display any data fields, with phone numbers and email addresses indicated by intuitive icons.

### Editing contact data in modal windows

- Create new contacts via a modal window.

- All changes to contact data are made in clear, collapsible modal windows.

*This improvement applies wherever contacts are used on the case page: during case creation, when changing the main contact, and when adding additional contacts.*
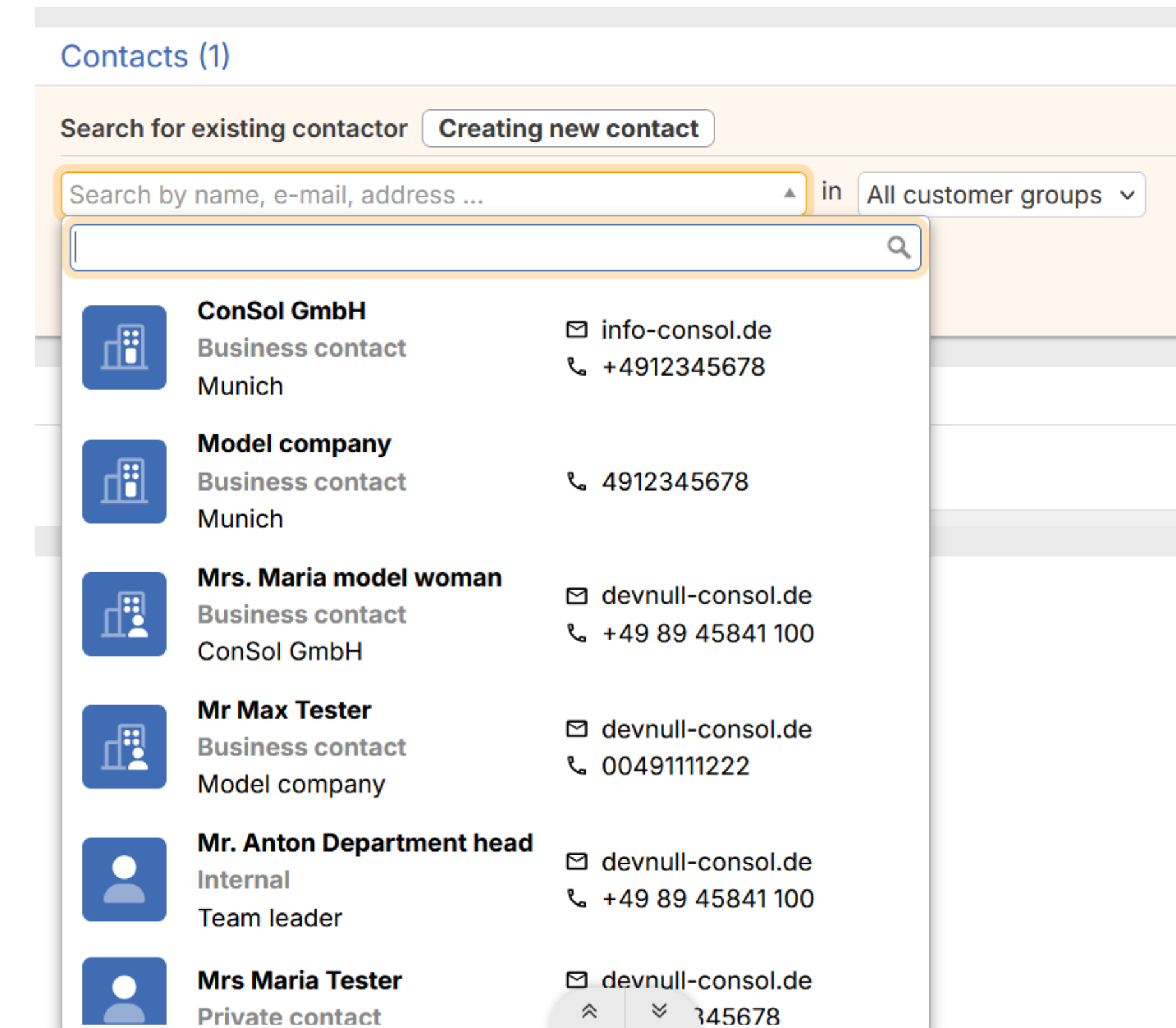
# Improved selection of assignees and participants

## Clarity and overview in user assignment

See directly whether the user you want to assign is currently online

- Avatars & initials: When selecting assignees or participants, user avatars or their initials are now displayed.

- Online status: A small colored dot on the avatar indicates the user's online status (green for online, white for offline).

- Role display: If a user is already assigned as an assignee or participant, this role is shown directly next to their name in parentheses.
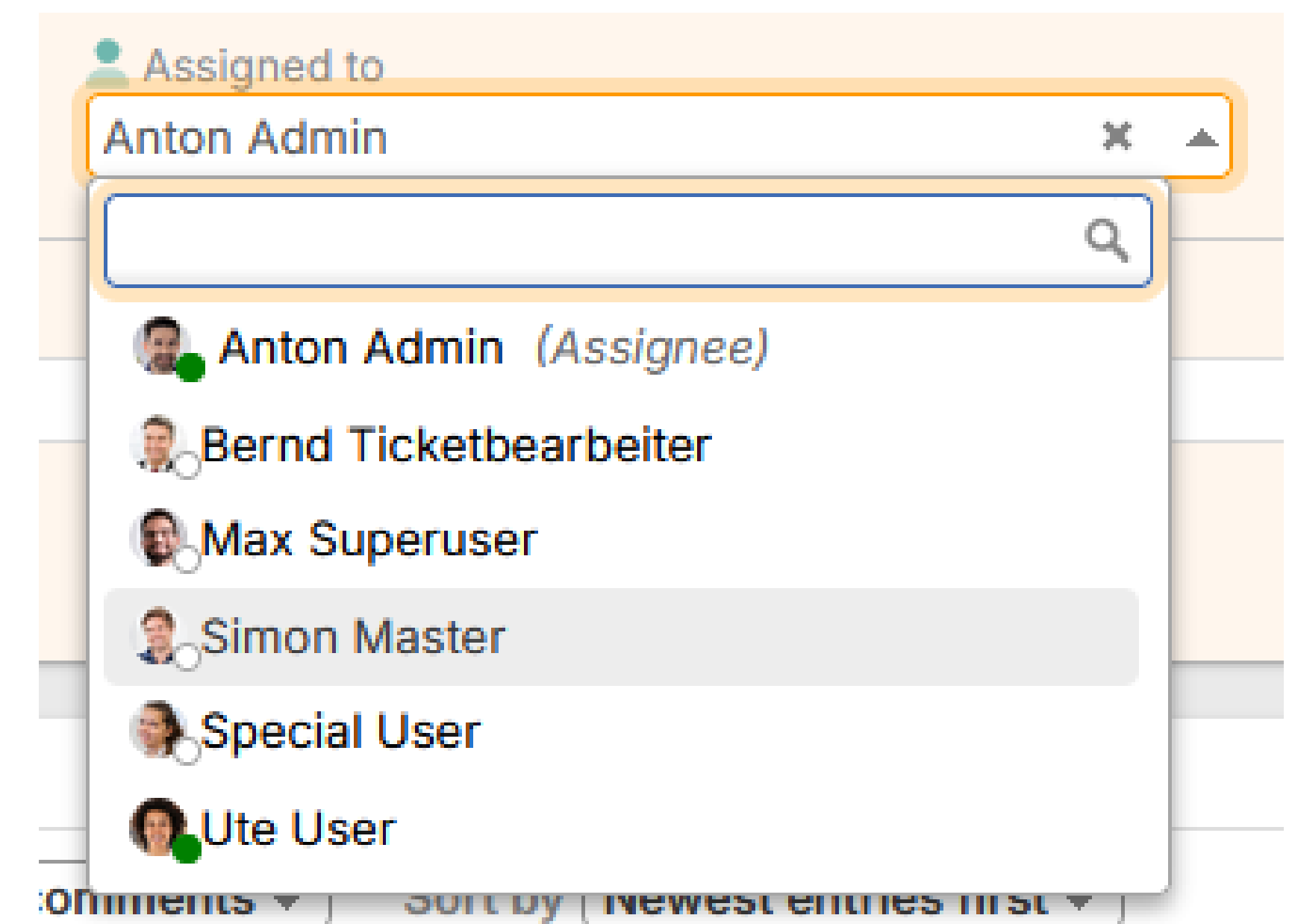
# Search for empty fields in the detail search

## Precise data analysis for complete information

### Easy identification of missing data

- Use the detailed search to search specifically for processes, contacts and resources with empty fields.

- Find objects with incomplete data effortlessly and quickly to complete the information.

- When selecting a data field as a search criterion, the new option "Not set" is available for this purpose:

  - In selectors, such as enums, dates, numbers or Booleans, as an own value.

  - In input fields, such as text fields, as a watermark. Entering a value is no longer mandatory – an empty input will search for empty fields.

# Search and DWH for autocomplete fields

## Functional extensions for autocomplete fields

### Search for autocomplete fields

- Fields of the type "Autocomplete" can now be indexed. Both the internal and statical display values are considered.
- Users can search for these fields in the quick and detail search. For the detail search, the autocomplete script must be extended with a new method.
- If the setting "Indexed for search" is set, an info box with explanations of the necessary steps is displayed.

### Transfer to Data Warehouse for reporting and data analysis

- Data fields of type "Autocomplete" can now be transferred to the Data Warehouse (DWH) and used in reports.
- This enables more comprehensive analyses and deeper insights into your data.
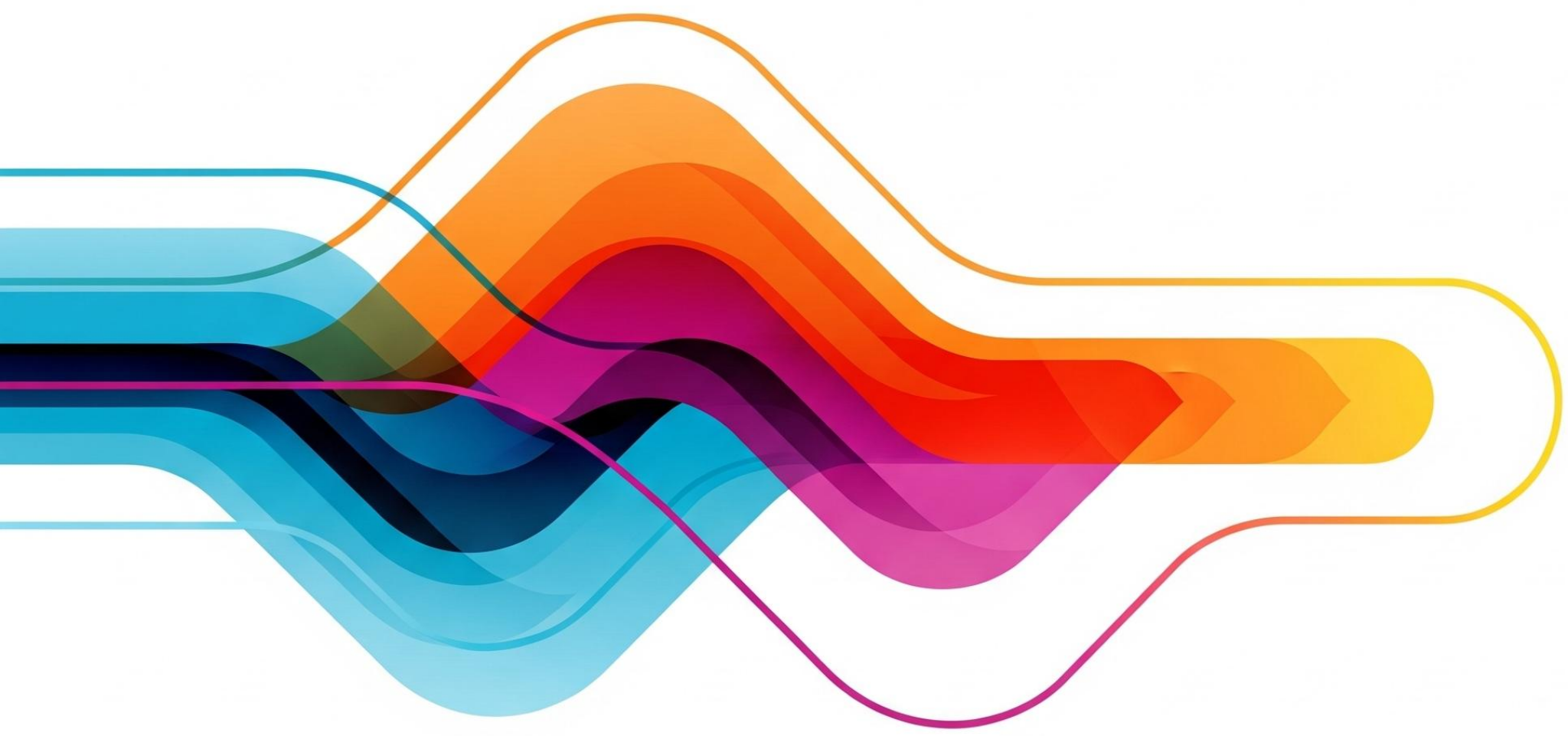
# Efficient solution creation

- Rich-text templates
- AI extensions: Prompts
- AI extensions: LLM connections
- Usability improvements in the Web Admin Suite

# Rich-text templates in the Web Admin Suite

## Central, flexible management for optimized communication

### The rich-text templates can now be found in the Web Admin Suite

- You can now manage template groups and localize their names for multilingual templates.
- In the usage overview, you can see directly in which scripts the templates are used and which data fields are referenced by the templates.
- Inserting variables has been greatly simplified thanks to the practical search function.
- Better guidance for defining the availability of templates.
- Templates that are only intended for manual use are now clearly marked.
- Standard templates can now be defined for each queue so that you can define the necessary email signatures directly for each queue.
- There is also a standard template for the initial comment when creating cases.

# AI extensions: Prompts

## Integration of artificial intelligence - Prompts

Prompts used in ConSol CM can be easily managed through the Web Admin Suite

- Manage your prompts separately from your code – this gives you more flexibility and means you don't have to dig through scripts to optimize a prompt.
- There are two types of prompts:
  - System prompts: These are internal product prompts that are automatically generated and rarely need to be edited.
  - Custom prompts: These are customer-managed prompts for specific use cases within scripts.
- A prompt assistant helps you create high-quality prompts.
- The prompts are part of the configuration and can be exported and imported separately.

# AI extensions: LLM connections

## Integration of artificial intelligence - LLMS

### Connect to LLMs directly via the Web Admin Suite

- You can connect ConSol CM to tools like ChatGPT as well as self-hosted models.
- Providers like OpenAI, Azure, Ollama, or custom models are supported.
- You only need to provide the access data, such as the URL, model name, and possibly the API key and a token limit, and the LLM can then be used in ConSol CM.

### Privacy considered from the start – the Privacy Purger

- There is an option to use a Privacy Purger to remove personal data before sending it to the AI.
- The Privacy Purger can be configured directly together with the LLM connection. This ensures that no personal data is sent to external LLM providers.

# Web Admin Suite: Usability improvements

## Efficiency and clarity for solution developers

We continue to work on improving the usability of the Web Admin Suite and providing solution developers with all the tools they need.

### Improved script and API handling

- Javadoc documentation of the ConSol CM API is now directly accessible via the troubleshooting page.

### Optimized data field management

- Improved display of nested list and table fields with indents for visual structuring.

### Extended customization of email subjects

- More flexibility when defining the subjects of outgoing emails: You can now include data fields, such as a customer ID or an order number to generate more meaningful subjects for your email communication with customers.

# Operation, performance and security

- Changes of supported software
- IMAP options for processed emails
- Alternative OIDC name field for users
- Clearing server caches without a server restart

# Changes of supported software

## Updates for Application Servers and Java

### JBoss support changed

- Newly supported: JBoss 8
- No longer supported: JBoss 7

### WildFly support changed

- Newly supported: WildFly 35
- No longer supported: WildFly 26

### Java support changed

- Newly supported: Java 21
- No longer supported: Java 11

# IMAP options for processed emails

## Optimized email management for incoming messages

### Flexible handling of processed emails

- When using IMAP/IMAPS to retrieve incoming emails, processed messages can now be moved to a dedicated subfolder instead of just being marked as read or deleted.
- This allows for the retention of emails for reference purposes without cluttering the inbox.
- New selector "Handling of read messages" with three options:
  - None: Mark processed emails as read and leave them in the inbox.
  - Move: Move processed emails to a specified subfolder (automatically created if needed).
  - Delete: Remove processed emails.

# Alternative OIDC name field for users

## Seamless integration of external user accounts

### Flexible user authentication

- The new "OIDC Name" field on the user page of the Web Admin Suite allows for providing an alternative username for authentication with external OIDC providers.

- This is crucial when the usernames in your OIDC infrastructure do not match existing ConSol CM logins and a simple mapping is not possible.

- During OIDC authentication, the system first attempts to match the username returned by the SSO provider with the new "OIDC name".

- If no match is found, the system falls back to the previous mechanism and attempts to match with the login name.

# Clearing server caches without a server restart

## Maximum uptime and rapid troubleshooting

New "Clear server caches" feature on the "Troubleshooting" page in the Web Admin Suite

- Clear ConSol CM server caches during live operation.
- No server restart is required. This minimizes downtime and keeps your services available for your users at all times.
- Additionally, you can significantly speed up error analysis and troubleshooting by immediately resolving cache issues without downtime.
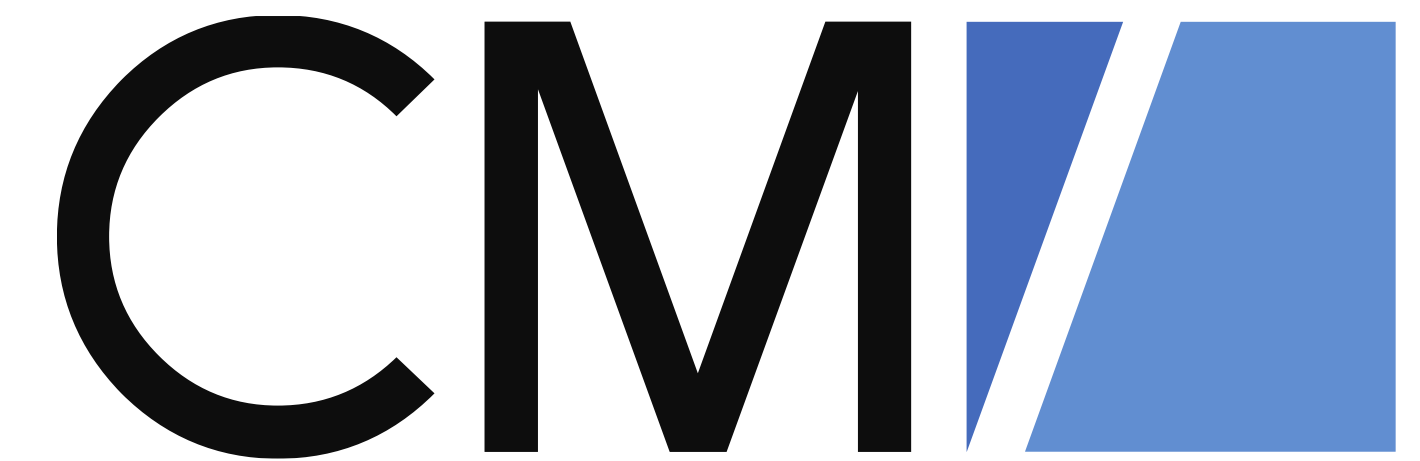
# Please feel free to contact us if you have any further questions!

Would you like to learn more about ConSol CM?

Utilize our TecDoc-Server

There you will find manuals, release notes, system requirements and much more

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