



# AI Features in ConSol CM

*November 2025, Product Management ConSol CM*



## Dear ConSol CM Customers,

We're excited to present the integrated AI functions in ConSol CM. By embedding modern language models (LLMs) directly into the system, we enable smart automation – with no need for workarounds or external tools.

Your benefits at a glance:

- Less manual effort, more focus on what truly matters
- Instant insights thanks to automatic process summaries
- Flexible configuration directly within the Web Admin Suite

These features can be seamlessly integrated into existing workflows, significantly reducing your daily workload.

If you have any questions or would like to see a live demo, feel free to reach out!

*Your ConSol CM Product Management & Sales Team*



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# Set up LLM connections

## Basic requirement for all AI features

All AI features in ConSol CM rely on a connected language model (LLM). This connection is configured centrally in the Web Admin Suite.

Here's how to set it up:

1. Open the 'LLM Connections' page in the Web Admin Suite.
2. Create a new connection or edit the default connection.
3. Select the type of provider, e.g. OpenAI, Ollama or Azure.
4. Enter the API URL and the access data for your LLM service.
5. Decide whether to use the Privacy Purger.
6. Test and save the connection.

LLM connections - Create and manage LLM connections

The screenshot shows the 'LLM connections - Create and manage LLM connections' page. At the top, there are tabs for 'chatbot' and 'default', with a '+' icon to add more. The 'default' tab is selected. Below the tabs, there are four input fields: 'Provider type' with a dropdown menu showing 'OpenAI', 'Model URL' with the text 'https://chai.consol.de', 'Model name \*' with the text 'coke', and 'API key' with a masked input (dots) and a clear 'X' button. At the bottom, there are three buttons: 'UPDATE', 'CANCEL', and 'TEST CONNECTION'.

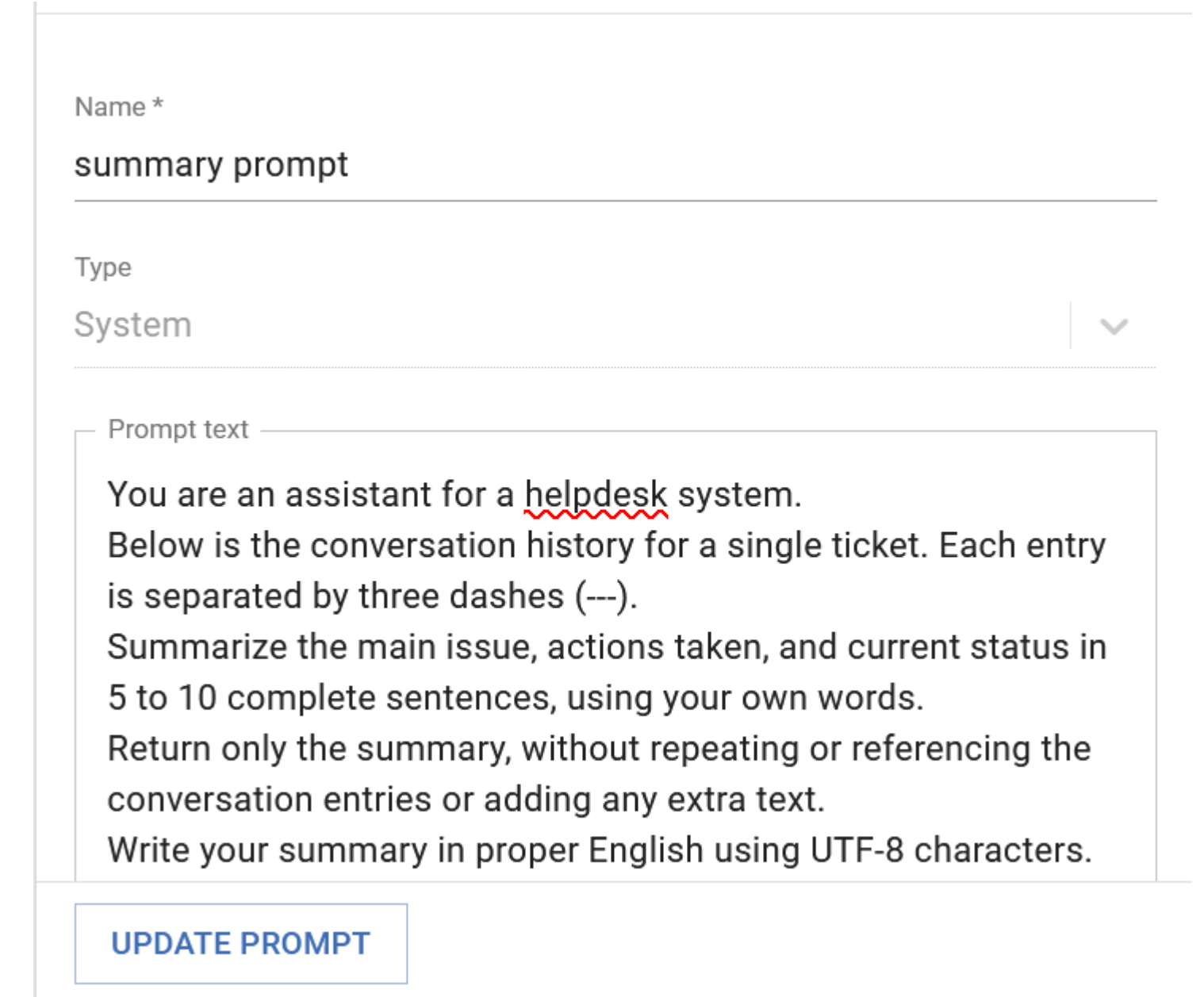
# Manage prompts in the Web Admin Suite

## Context control for your AI features

Prompts are key text inputs that guide the behavior of an LLM and define what it should do. In ConSol CM, prompts can be managed and customized directly within the Web Admin Suite.

Here's how it works:

- Prompts for standard features are automatically created as system prompts (e.g. *translation prompt*, *summary prompt*).
- On the “Prompts” page in the Web Admin Suite, you can:
  - Edit system prompts and tailor their content to your needs
  - Create your own custom prompts



The screenshot shows a form for editing a prompt. It has a 'Name \*' field with the value 'summary prompt'. Below it is a 'Type' dropdown menu set to 'System'. The 'Prompt text' area contains the following text: 'You are an assistant for a helpdesk system. Below is the conversation history for a single ticket. Each entry is separated by three dashes (---). Summarize the main issue, actions taken, and current status in 5 to 10 complete sentences, using your own words. Return only the summary, without repeating or referencing the conversation entries or adding any extra text. Write your summary in proper English using UTF-8 characters.' At the bottom right of the form is a blue button labeled 'UPDATE PROMPT'.

*Use the prompt wizard if you're unsure how to phrase a prompt. The wizard guides you through the process step by step, making it easy to create effective prompts – even without expert knowledge.*

# Enable standard AI functions in ConSol CM

## Smart support – no add-ons required

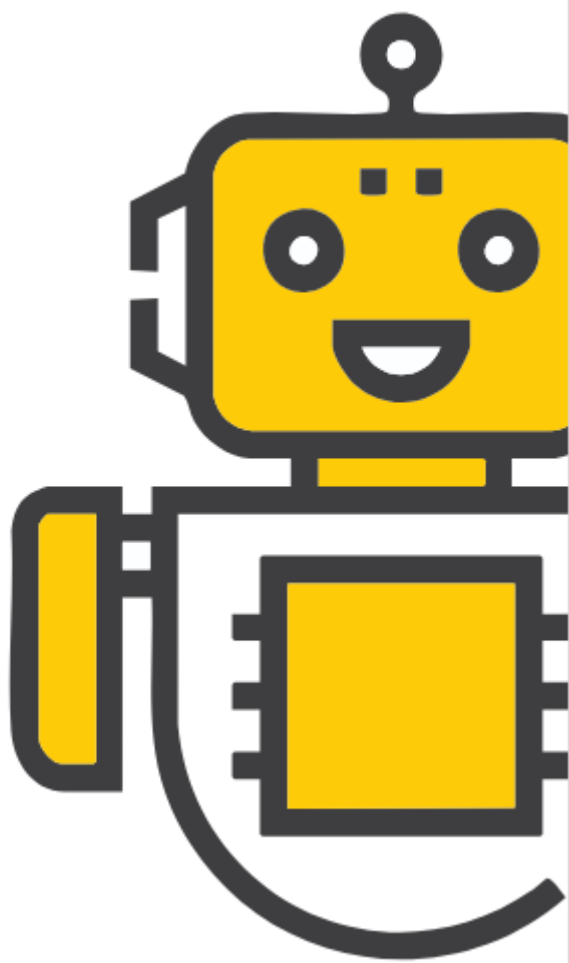
ConSol CM offers AI functions as standard that are easy to activate and configure—directly in the Web Admin Suite.

- Automatic translation of field names and portal texts
- Summary of process communication

How to activate these features:

1. Set up the LLM connection → via the “LLM connections” page
2. Configure the system properties → via the “System properties” page where you enter the LLM connection name, prompt, and provider type in the properties starting with “translationService” and “summaryService”
3. Customize the prompts (optional) → via the “Prompts” page

*To use these features, you need your own API access to an LLM or to DeepL.*





# Use automatic translation in WAS

## Simplify localization – directly in the admin interface

The automatic translation feature in the Web Admin Suite allows you to translate content into multiple languages quickly and consistently – with no manual effort required.

Where you can use it:

- Internal name: Automatically generates user-friendly field names (only when using an LLM)
- Localized name: Translates field names into all configured languages
- “Files” tab in portal configuration: Translates complete JSON files (e.g. *localization.json*, *components\_localization.json*) into the desired target languages

The screenshot shows the 'Group data' tab in the admin interface for a field group named 'helpdesk\_standard'. At the top, there's a header with the group name and buttons for '+ NEW FIELD' and a close icon. Below the header, there are tabs for 'Fields', 'Group data' (which is active), 'Settings', and 'Layout'. The main content area shows the 'Internal name\*' as 'helpdesk\_standard' with a translation icon. Below this, there's a section for 'LOCALIZED NAME' with an information icon. It contains two rows: 'English (default) \*' with the value 'Helpdesk standard' and a translation icon, and 'German' with the value 'Helpdesk standard' and a translation icon. At the bottom, there is an 'UPDATE FIELD GROUP' button.

*Tips for best results:*

*Using English as the source language usually delivers the highest quality translations. DeepL is generally faster, while LLMs offer greater flexibility. You can also trigger automatic translation within workflows via the API method `translationService.translate`*

# Use AI to summarize cases in the workflow

## Quick overview thanks to automatic summary

With this feature, ConSol CM automatically generates a compact summary of all case communication using an LLM – simply within a workflow activity.

Your benefits:

- Fast understanding of long or complex cases
- Ideal for onboarding, training, and team handovers

How to activate this feature:

1. Decide when the activity should be available in the workflow – always, or at a specific step
2. Use the function `ticketService.summarizeTicket` in your workflow script. You can choose to summarize all communication or only entries with a specific text class. The summary can also be written directly into the case for easy reference

a

#2

1 minute ago | Created by admin | Action ▼

08:22 ⓘ Standard

The main issue is that Martha Musterfrau wants to know about the refill service schedule for the team's coffee subscription during their night shift operations, which typically runs from 10 PM to 6 AM.

Actions taken so far include sending a new request with additional information and specifying the expected response time.

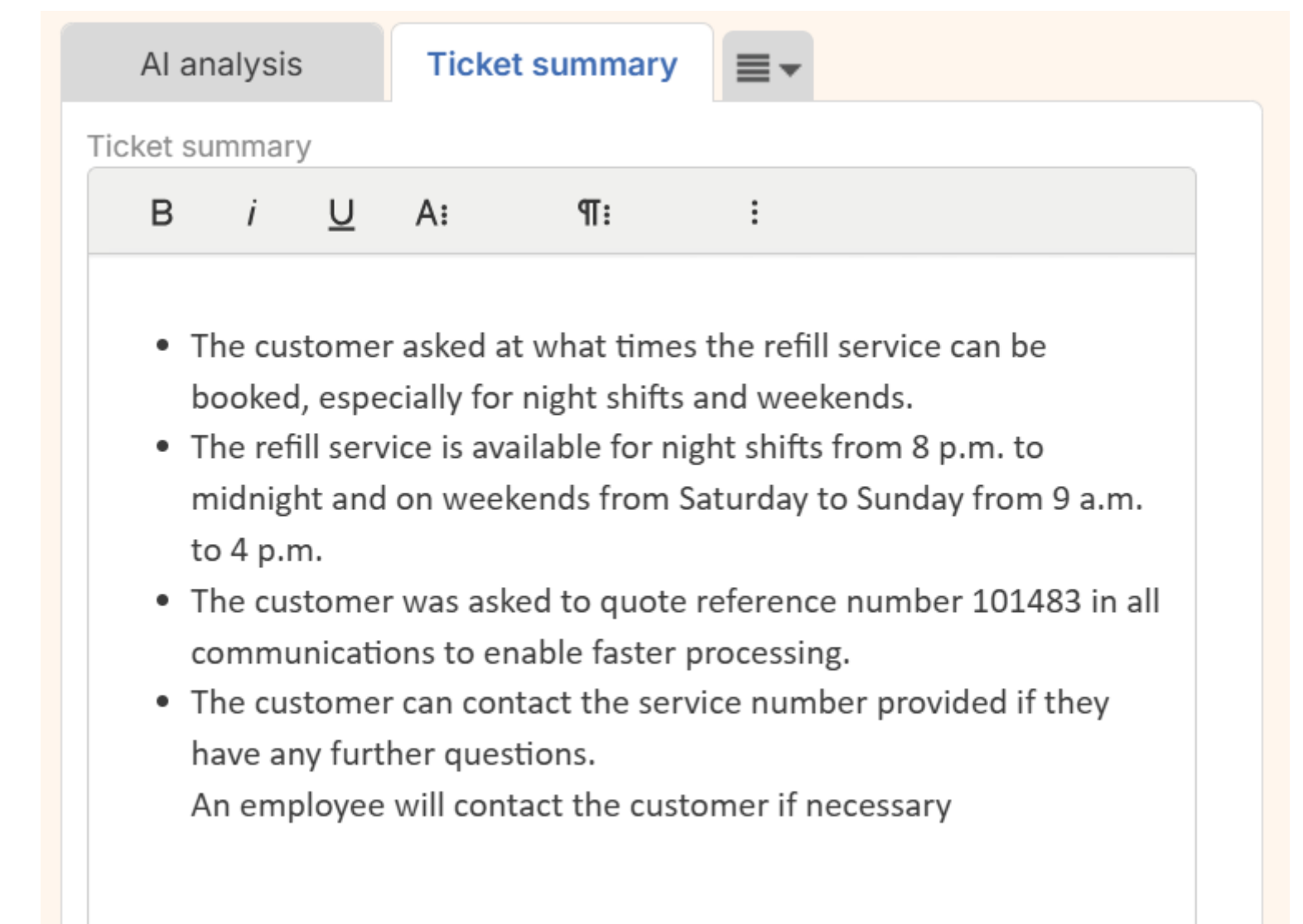
# From standard functions to CM/AI Assist

## More convenience, more automation – directly in the Web Client

ConSol CM already includes smart features like automatic translation and case summaries out of the box. For even greater efficiency in your daily business, the CM/AI Assist add-on offers extended functionality.

What CM/AI Assist adds:

- Data protection-compliant processing with the Privacy Purger
- Ready-to-use solutions for real-world use cases, such as:
  - Suggested replies to incoming inquiries
  - Detection of multiple requests within a single message
  - Automatic case categorization
  - Summary of lengthy emails
  - Recognition of routine inquiries with automated responses



*The standard implementation can, of course, be customized to meet your specific requirements.*



# Data protection by design with the Privacy Purger

## Your information stays protected

Privacy Purger is part of CM/AI Assist and ensures that all personal data is automatically removed or replaced before any content is sent to an LLM.

How it works:

- Names, email addresses, phone numbers, and other personal data are replaced with placeholders
- Only then is the content transferred to the LLM
- The original data remains securely stored in the system

The advantage: You can harness the power of AI without compromising data protection – fully compliant with GDPR requirements.

## Answer generation by AI

### Step 1 - Check message to be answered and its anonymization

Please inspect the message to be replied on and remove all irrelevant parts as well as remaining personal data

Hello Pink Coffee Team, I would like to know at what times the refill service can be booked, as our company operates night shifts and therefore requires a coffee subscription that is also available at night and on weekends. Kind regards,  
<<PER>>



Here you will find the official manuals for the process management software [ConSol CM](#).

☐ PDF ☐ HTML ☐ English ☐ Deutsch

☐ User ☐ Administrator ☐ Process Designer ☐ CM/Outlook-Add-in ☐ DWH ☐ Setup and Operation

☐ CM/EBIA

☒ Latest version ☐ Version 6.18 ☐ Version 6.17 ☐ Version 6.16 ☐ Older versions

## User

	HTML	User Manual 6.18
	HTML	Benutzerhandbuch 6.18

## Administrator

	HTML	Administrator Manual 6.18 (English)
	HTML	Administratorhandbuch 6.18 (Deutsch)

## DWH

	HTML	DWH Manual 6.18 (English)
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## Setup and Operation

	HTML	Setup and Operations Manual 6.18 (English)
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## CM/Outlook-Add-in

	PDF	CM/Outlook-Add-in (English)
	PDF	CM/Outlook-Add-in (German)

## CM/EBIA

	HTML	Metabase Reference Documentation (external)
	HTML	Metabase Learning Guides (external)

Would you like to learn more about ConSol CM? Please use our [TecDoc server](#)

There you will find:

- Manuals
  - Administrator
  - User
- Release Notes
- System Requirements
- Feature presentations
- Solutions

We hope you enjoy the new version of ConSol CM!