



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

chatbot **default** +

Provider type
OpenAI

Model URL
https://chai.consol.de

Model name *
coke

API key
..... X

UPDATE CANCEL 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

Name *
summary prompt

Type
System

Prompt 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.

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

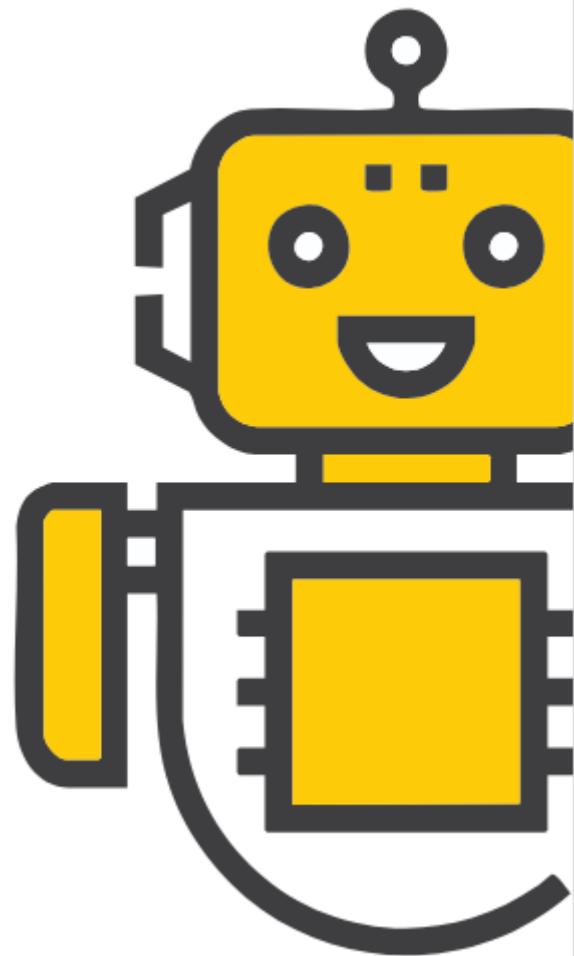
Smart support – no add-ons required

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.

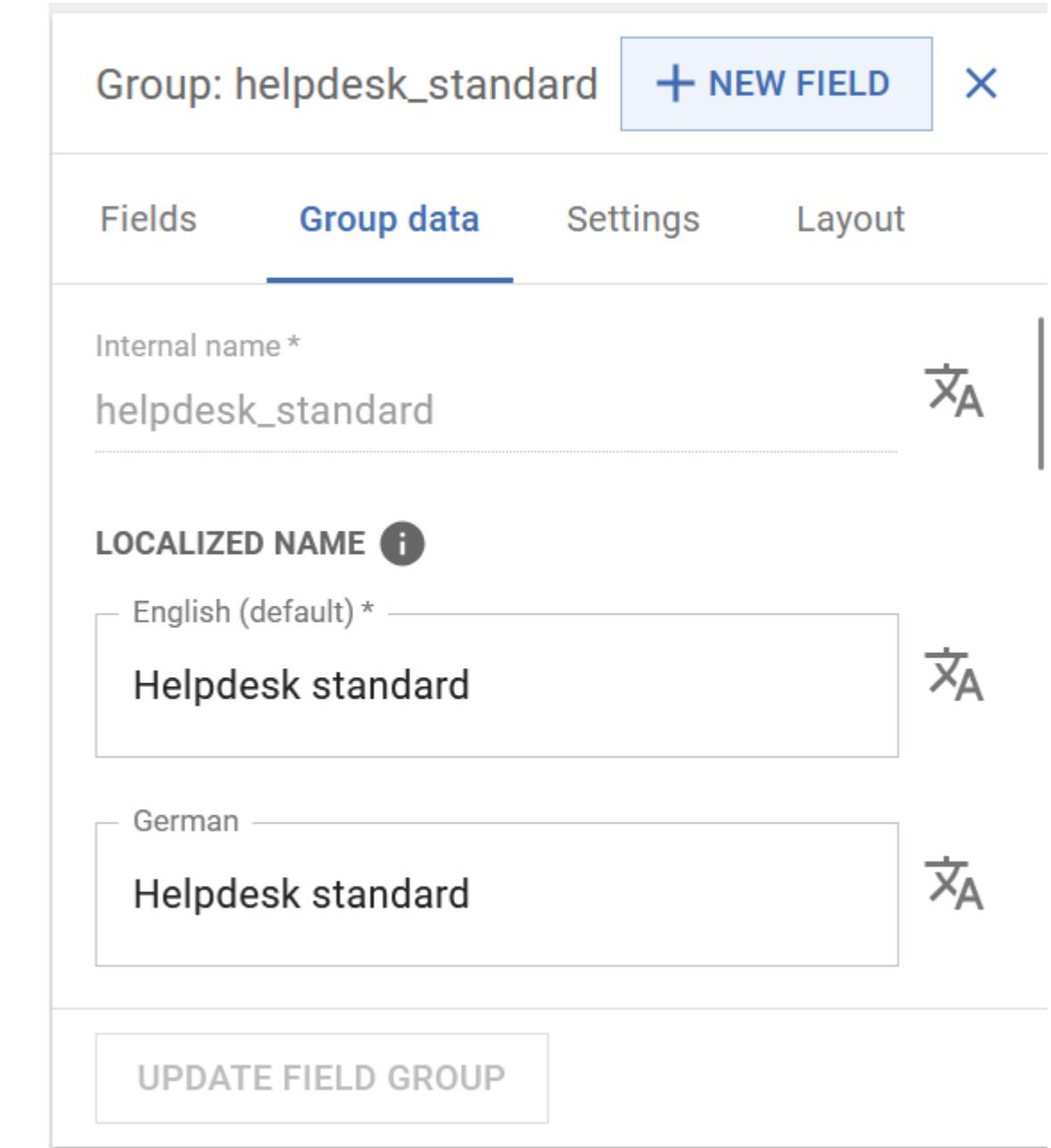
Use automatic translation in WAS

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



Group: helpdesk_standard + NEW FIELD X

Fields Group data Settings Layout

Internal name *

helpdesk_standard ☒A

LOCALIZED NAME ⓘ

English (default) * ☒A

Helpdesk standard

German ☒A

Helpdesk standard

UPDATE FIELD GROUP

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

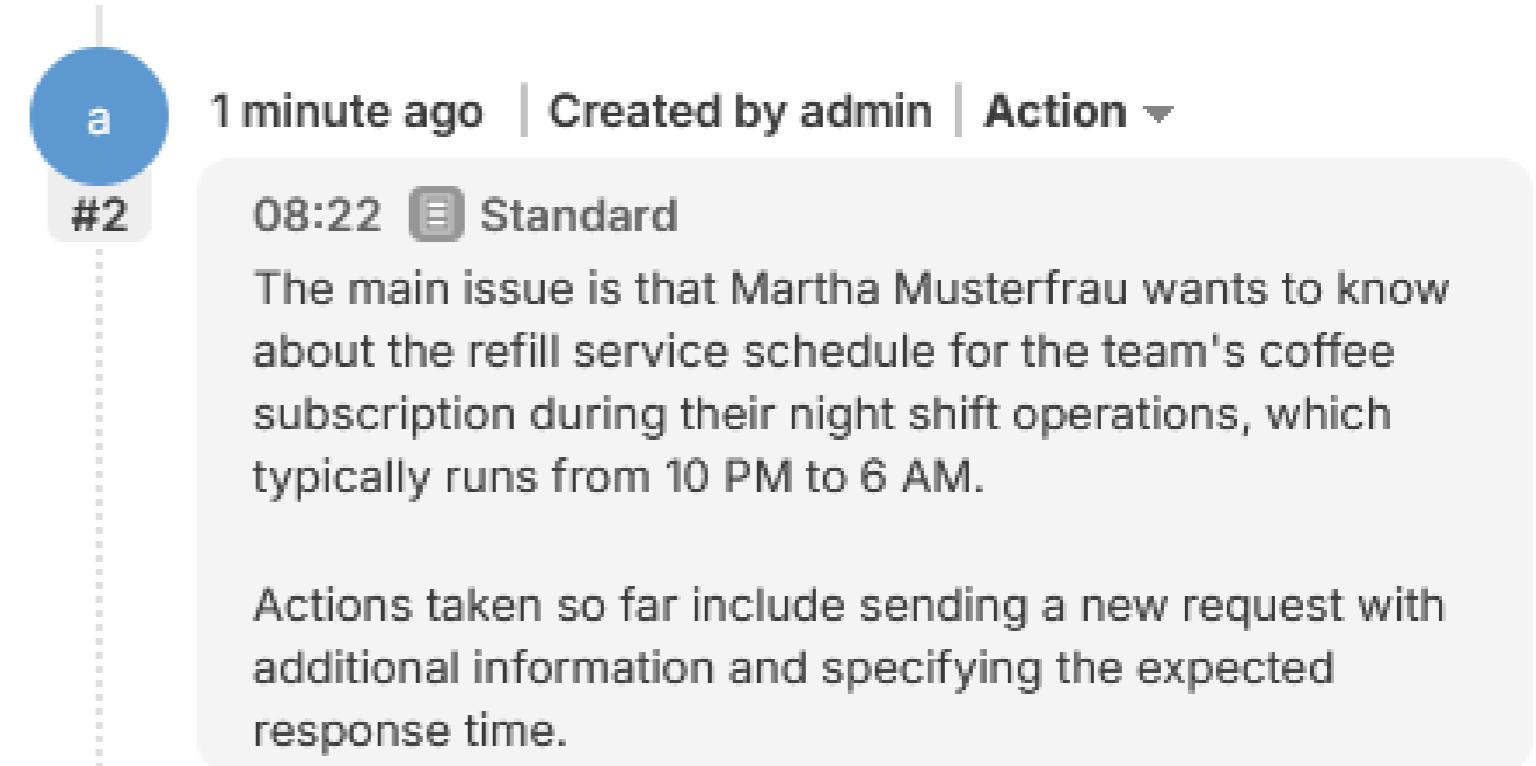
With this feature, ConSol CM automatically generates a compact summary of all case communication using an LLM – simply within a workflow activity.

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



The screenshot shows a case summary entry. At the top right, there is a blue circular icon with the letter 'a' and a small number '#2' below it. To the right of the icon, the text '1 minute ago | Created by admin | Action ▾' is displayed. Below this, the timestamp '08:22' and the word 'Standard' are shown. The main content of the summary is: '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.' At the bottom of the summary, it says: 'Actions taken so far include sending a new request with additional information and specifying the expected response time.'

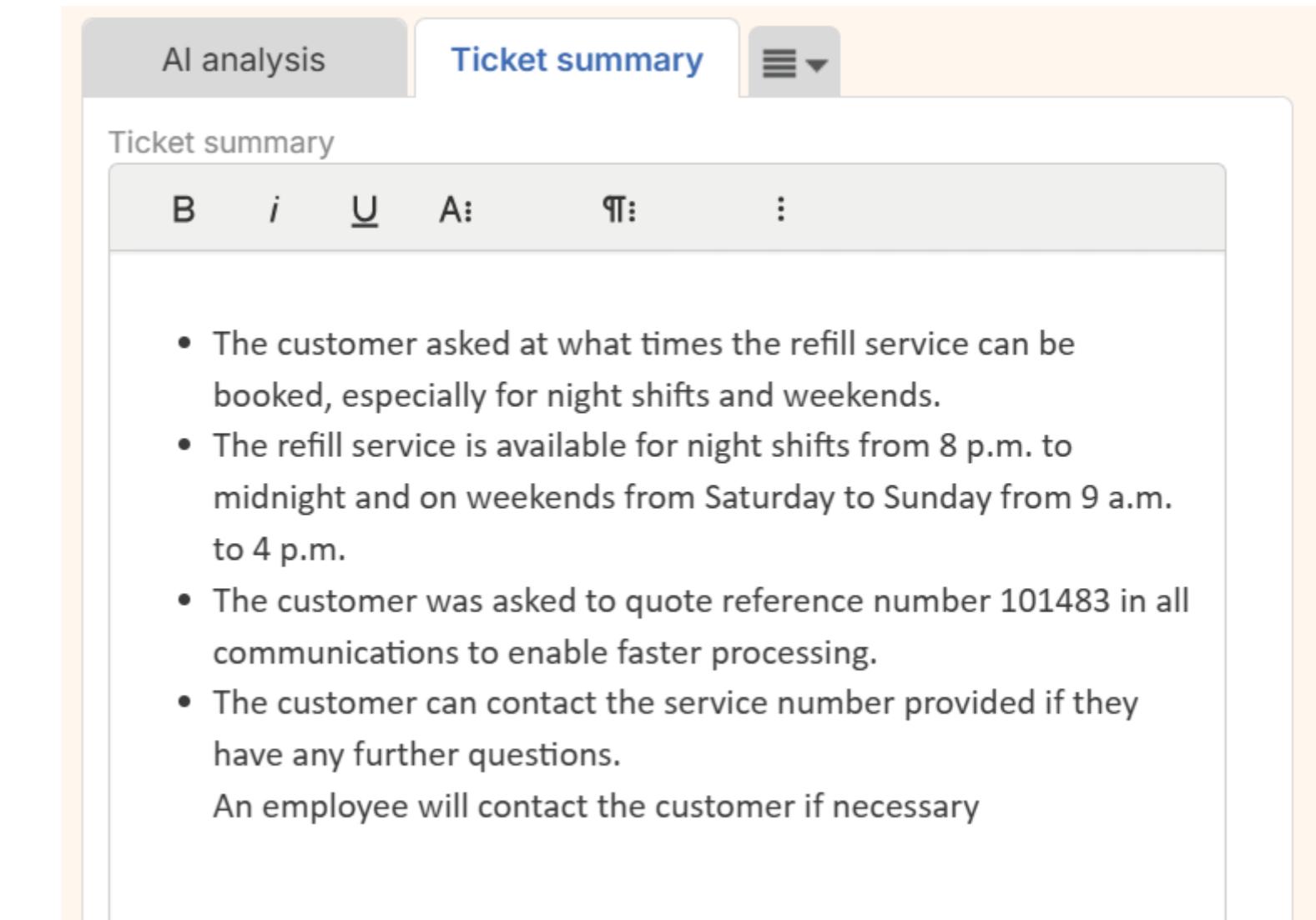
From standard functions to CM/AI Assist

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 screenshot shows a user interface for a ticket management system. At the top, there are three tabs: 'AI analysis', 'Ticket summary' (which is currently selected and highlighted in blue), and a third tab represented by a list icon. Below the tabs is a table with columns labeled B, i, U, A:, T:, and :. The main content area is titled 'Ticket summary' and contains a list of items. The items are:

- The customer asked at what times the refill service can be booked, especially for night shifts and weekends.
- The refill service is available for night shifts from 8 p.m. to midnight and on weekends from Saturday to Sunday from 9 a.m. to 4 p.m.
- The customer was asked to quote reference number 101483 in all communications to enable faster processing.
- The customer can contact the service number provided if they have any further questions.

An employee will contact the customer if necessary

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)

Setup and Operation

HTML Setup and Operations Manual 6.18 (English)

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!