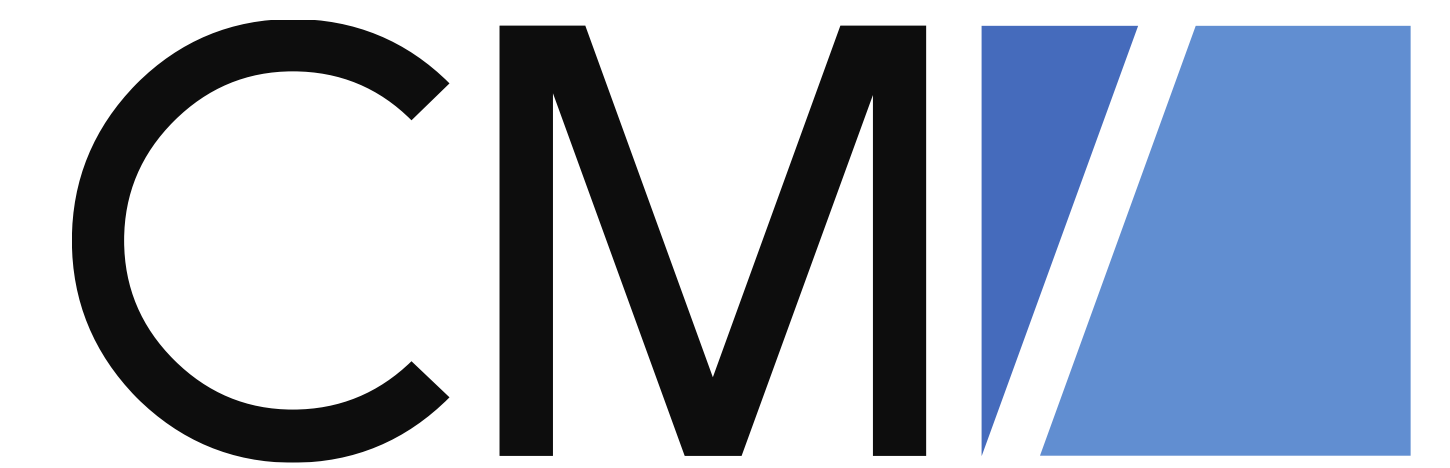




CM/AI Assist AI in ConSol CM

November 2025, Product management ConSol CM



Dear ConSol customers,

We would like to take this opportunity to introduce our new CM/AI Assist add-on, which allows you to use LLMs directly from ConSol CM. Let AI assist you with routine tasks so that your employees can focus on what matters most. We have taken data protection into account since the beginning: the Privacy Purger ensures that no personal data is sent to third parties.

- Summarize and categorize requests by different LLMs
- Automatically recognize when a request contains multiple issues so that you can open multiple cases directly
- Save time by having LLMs pre-formulate responses

Please contact us for further information or a live demo.

Your ConSol CM Product Management & Sales Team



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Advantages of CM/AI Assist

CM/AI Assist — the AI interface directly in the Web Client

Take advantage of the many possibilities offered by artificial intelligence to improve efficiency and quality

- Fewer repetitive tasks leave you more time for the essentials
- Improve the quality of customer communication with less effort
- Provide your users with convenient, data protection-compliant access to LLMs. This eliminates the need to use AI via a browser and reduces the risk of accidentally sharing personal data.
- Open completely new automation scenarios, e.g., using AI-supported recognition and handling of routine enquiries

In addition to the add-on, you only need an API token to access the AI. The specific use cases are implemented using the standard tools provided by ConSol CM

Data protection at CM/AI Assist

Data protection considered from the outset – our Privacy Purger

- CM/AI Assist includes the Privacy Purger, which removes personal data before sending the request to the LLM.
- This means that the function complies with data protection regulations and you don't have to worry about sensitive data belonging to your customers or employees falling into the wrong hands.
- The text, e.g. a customer's email, is first cleaned up by the Privacy Purger. This step replaces all personal data, such as names, email addresses, telephone numbers or account numbers, with variables.
- Afterwards, the text can be sent to the LLM. External parties will only receive the variables that have replaced the customer or employee data.

Use cases for CM/AI Assist

Let AI support you in your daily work

- Automatically detect whether an enquiry contains multiple requests. If necessary, multiple cases can be created directly to separate the requests clearly.
- Take advantage of pre-formulated emails. This gives you beautifully worded texts in no time at all. You only need to proofread them briefly before sending.
- Automatically generate a summary for internal documentation as soon as a case has been completed.
- Automatically categorize your enquiries so that they are forwarded directly to the right team.
- Recognize recurring routine enquiries and let the workflow engine process them automatically.

Application example for CM/AI Assist

Save valuable time: use the AI summary of emails instead of reading them in full



#1

1 minute ago | Created by Anton Admin | Action ▾

15:19  Standard

Hello PinkCoffee Team,

I am generally very satisfied with my coffee machine, but for some time now, my fully automatic coffee machine has not been grinding properly. I have already thoroughly cleaned the grinder and removed a cleaning tablet that had become stuck in the grinder. I removed the residue with tweezers and then vacuumed it up. Unfortunately, this did not solve the problem. I therefore removed the grinder and cleaned it thoroughly according to your instructions.

I think the grinder needs to be replaced. What is the best way to proceed? Where can I get replacement parts and find an expert?





#2

1 minute ago | Created by workflow timer | Action ▾

15:19  Request summary (via AI)

Identified concerns: 2

Concern	Summary or relevant part of the text
Grinder doesn't work	My fully automatic coffee machine is not grinding properly.
Spare parts and experts	Where can I get spare parts and find an expert?

Incoming email

Summary of requests

Application example for CM/AI Assist

No more searching for the right wording and goodbye spelling mistakes:
suggested responses from LLMs

Source text cleaned up with Privacy Purger



Notes for the LLM on what the
essence of the answer should be



Suggested reply received



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 remining personal data

Hello PinkCoffee Team,
I am generally very satisfied with my coffee machine, but for some time now, my fully automatic coffee machine has not been grinding properly. I have already thoroughly cleaned the grinder and removed a cleaning tablet that had become stuck in the grinder. I removed the residue with tweezers and then vacuumed it up. Unfortunately, this did not help. I therefore removed the grinder and cleaned it thoroughly following your instructions. Unfortunately, this did not help. I think the grinder needs to be replaced. What is the best way to proceed? Where can I get replacement parts and find an expert?

Step 2 - Provide hints for the answer
Here you can provide notes on the desired answer in keywords. Use comma as seperator for more than one note. AI will use these hints as a basis for formulating the answer. Examples are *Warranty expired*, *Paypal not possible* or *Service hours Mon to Fri*.

Link to experts on website, manuals on website, parts in shop online or in store, in english

☒ Include recommendations for action

Step 3 - Check suggested answer

[Generate response](#)

Hello,
Thank you for reaching out to us. I'm sorry to hear about the issues with your coffee machine's grinder.
To proceed with replacing the grinder, you can find replacement parts in our online shop or at our physical store. Additionally, you can find manuals on our website that might assist you further. If you need expert assistance, please visit our website where you can find links to connect with our experts.

[Accept draft](#) [Cancel](#)

See CM/AI Assist live in action

See the features presented here in action in our demo video (in German only)



<https://www.youtube.com/watch?v=F-KeLSM9O3U>



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!