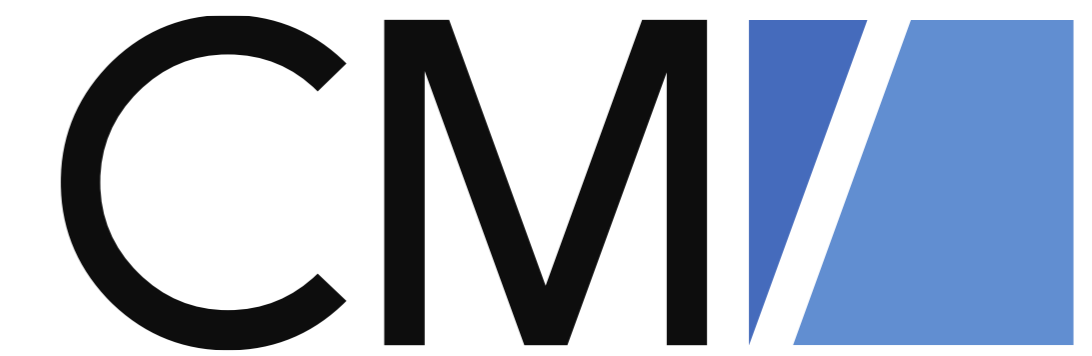


CM/AI Assist AI in ConSol CM

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 concentrate on what matters most. We have taken data protection into account from the outset: the Privacy Purger ensures that no personal data is sent to third parties.

- Let requests from different LLMs be summarized and categorized.
- Automatically recognize when a request contains multiple issues so that you can open multiple processes 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., through 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 – with Privacy Purger

- CM/AI Assist includes Privacy Purger, which removes personal data before sending it 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 replaces all personal data, such as names, email addresses, telephone numbers or account numbers, with variables.
- After that it can then be sent to the LLM. For example, external parties 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 a request contains multiple issues. If necessary, multiple processes can be created directly to separate the issues clearly.
- Have replies to emails pre-formulated. This gives you beautifully worded texts in no time at all, which you only need to proofread briefly before sending.
- Automatically generate a summary for internal documentation as soon as a process has been completed.
- Automatically categorise your enquiries so that they are forwarded directly to the right team.
- Recognise recurring routine enquiries and have them processed fully automatically by the workflow engine.

Application example for CM/AI Assist

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

 1 minute ago | Created by Anton Admin | Action ▾


#1 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?

Incoming E-Mail



 1 minute ago | Created by workflow timer | Action ▾

#2 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?

Summary of concerns

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



The screenshot shows a window titled "Answer generation by AI" with three steps:

- 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.
The text area contains: "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. 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 separator 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*.
The text area contains: "Link to experts on website, manuals on website, parts in shop online or in store, in english"
There is a checked checkbox for "Include recommendations for action".
- Step 3 - Check suggested answer**
A "Generate response" button is visible.
The text area contains the suggested reply: "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."

At the bottom, there are "Accept draft" and "Cancel" buttons.

See CM/AI Assist live in action

See the features presented here in action in our demo video.



<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)

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!