

# Papyrus Converse Client 7.10

**CONVERSE CLIENT**

In progress ▾ **New**

Report a damage Damage report - 000009

Damage report submission 1/1 | Damage report review 1/1 | Service request placement 0/2

**Conversation** | Files | Actions

**Case Details**

ID 000009 | Business Administrator 1 | In progress

Customer Full name: Martin Mars

Customer Phone: 123456789

Customer E-mail: martin@mars.com

Customer Address: Main street, 24, Vienna, Austria

ID: 25

Description: The AC unit is broken.

Type: Electrical damage

**Conversation**

**S1** Supervisor 1 2:42 PM  
@Owlfiie can you tell what happened so far in this value stream?

**Owlfiie** 2:43 PM  
Certainly, Supervisor 1. Here's a summary of the events that have occurred so far in this value stream:

1. On September 13, 2024, at 14:36:02, Clerk 1 completed an action to submit a damage report.
2. At 14:36:04, Owlfiie suggested uploading the file related to the damage report.
3. At 14:36:34, Clerk 1 created an action to review the damage report.
4. At 14:36:45, Clerk 1 completed the action of reviewing the damage report.
5. At 14:36:47, Owlfiie suggested reviewing the damage report again.
6. At 14:37:15, Clerk 1 created an action to place a service request.
7. At 14:40:19, Clerk 1 informed Supervisor 1 that they had already reviewed the damage report and requested confirmation and placement of the service request.
8. At 14:42:58, Supervisor 1 asked Owlfiie to provide an overview of what happened in the value stream so far.

## Product Description

Papyrus **Converse Client** is available as **HTML application** and from app stores for **mobile devices** allowing business users and consumers to work on value streams in a **conversational** way. Value streams are initially defined by business experts using **Converse Designer** and **Composer**. Such tailor-made business applications facilitate focusing on business goals rather than following strict and predefined processes. This empowers users to efficiently handle knowledge intensive work and react to exceptions. Value streams are structured in phases with clearly defined goals in natural business language. The embedded **AI-agent "Owlfiie"** constantly suggests best next actions to reach defined goals. Actions are constrained by business rules to guarantee compliance. The **large language model** capabilities of Owlfiie are rooted in **IBM's watsonx** trusted AI supporting users to chat with Owlfiie about the history of a value stream, get summaries of what has happened so far, what should be done next and request summaries of uploaded documents. Any business domain like banking, insurance, fund management, credit card, customer care, direct marketing, utilities, healthcare and telecoms benefits from **transparent and agile processes** and empowers users with fast, seamless and effortless collaboration without media breaks!

*Converse Client empowers users with AI-centric process collaboration and automation for greater speed and agility!*

## Contact

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### Principle and Functions

Papyrus Converse is an AI-driven agility platform which puts intelligent assistance directly into the natural flow of work. Users can converse with AI-assistant Owlfi powered by IBM's watsonx and other stake holders to gain vital insights from value stream data, calls, emails and documents for smarter, context-aware decisions. Owlfi also masters content mining and crafts response texts and reports.

- **Outcome-first approach:** Build value stream applications with the outcome in mind.
- **Business-led, no-code design:** Empower business users and achieve rapid deployments.
- **Natural language rules:** Define rules and goals using your company's own business vocabulary defined in the ontology information model.

### Benefits

- **Empower business users with embedded AI** – chat via IBM's watsonx for decision support based on contextual summaries and recommendations of best next actions.
- **Enhanced collaboration** - bridge resource gaps between teams with built in chat.
- **Adapt dynamically** through continuous improvement iterations of "living applications".
- Utilize the **integrated omni-channel communication** to deliver a unified view of all customer interactions without media breaks.
- **Reduce costs** by 50% and time to market by 90% due to efficient and auditable process work

### AI-driven process innovation

- Drive business-led innovation with **Converse AI** by empowering cross-functional teams and reduce IT bottlenecks by up to 95% with Converse AI's business-friendly conversational interface.
- Give the knowledge workers all tools at hand to effectively reach the best possible outcomes.
- Utilize **future-proof adaptable business processes** that understand evolving customer needs through natural language.
- Work with the **outcome in mind** on your desired results and follow the AI-guided path to achieve the defined goals.
- **Automate** complex tasks and improve decision-making with intelligent AI assistance.
- **Access and manage** all content in the unified content hub in distributed or centralized locations.
- Maintain consistent **customer experiences** across all channels.

### Turn conversations into business transactions

- **Collaborate** through a conversational interface to do work most efficiently and in **compliance** with the company goals and policies.
- Interact with colleagues, partners or customers in any kind of work or value stream.
- Seamless collaboration due to the integrated **content services** which give knowledge workers a 360-degree view providing the complete information over the current state and past events.

### Integrated content services (IDP & CCM)

Converse Client uses the services of the Papyrus 'all-in-one' document lifecycle platform to satisfy various needs for document creation and multi-channel delivery:

- Papyrus AI-powered Capture automatically classifies and extracts all relevant data with implicit training of the capture engine.
- **Content versioning** of extracted data for automatic creation of metadata for all documents with the integrated content services.
- **Store** and easily **find** any type of documents collected in the past.
- Write in the context of the value stream **CI/CD compliant documents** managed in the central template library like contracts, statements and notifications.
- **Automatically** fill documents with data from the case.
- Keep track of the progress of the **document approval cycle**.
- The large language model capabilities of Owlfi are rooted in IBM's watsonx trusted AI supporting users to get summarizes of what has happened so far, what should be done next and request summaries of uploaded documents.

### Converse Client on Web and Mobile

Designed for business uses like clerks and supervisors on iPad, tablets, smart phones and browser:

- Seamless work experience when switching devices.
- Work on your cases and keep in control of your SLAs.
- Chat between colleagues and other case stake holders.
- Supports any language for localized UIs.
- Upload any content like PDF or Office documents and reduce efforts by using AI to query about specific content details.

### Prerequisites

- Standard browsers (Chrome, Edge)
- Smart phone or tablet (iOS or Android) for Converse Client mobile app

### Order Information

Papyrus Converse Client

### Training

ISIS Papyrus offers in-house workshops and standard courses for user training.

### Maintenance

The Terms and Conditions for ISIS Papyrus Software Products apply. Free service period is 6 months after installation. A maintenance agreement is offered optionally for updates and product support.