

# Papyrus Converse Client 7.10

The screenshot displays the Papyrus Converse Client interface for a 'Damage report handling' conversation. The interface includes a sidebar with a search bar and a list of recent conversations. The main chat area shows a message from a supervisor asking for details on a value stream, followed by a detailed response from the AI agent 'Owlfie'. The response includes a summary of the process and a list of actions taken. A progress bar at the top of the chat area shows three stages: 'Damage report submission' (1/1), 'Damage report review' (1/1), and 'Damage report sign-off' (0/1). A 'Details' panel on the right provides information about the customer, including name, address, and the specific damage report description.

## 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 "Owlfie"** constantly suggests best next actions to reach defined goals. Actions are constrained by business rules to guarantee compliance. The **large language model** capabilities of Owlfie are rooted in **IBM's watsonx** trusted AI supporting users to chat with Owlfie 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

Europe  
T: +43-2236-27551  
F: +43-2236-21081

America  
T: 817-416-2345  
F: 817-416-1223

Asia Pacific  
T: +65-6339-8719  
F: +65-6336-6933

Email & Web  
info@isis-papyrus.com  
www.isis-papyrus.com

© 2025, ISIS Papyrus,  
replaces all previous  
documentation.

### 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 Owlfe 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. Owlfe 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 Owlfe 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.