::: fme

fme's aiMan for SmartView

The first step of bringing AI power to the Smart View client interface

Documentum D2 Smart View is a modern Enterprise Content Management client designed with a user-friendly tile-based interface inspired by OpenText's design principles. This current version is ideally tailored for users who primarily engage in standard **tasks such as searching, viewing and document imports. Leveraging the capabilities of artificial intelligence, fme's aiMan extends the Smart View functionality to shorten search times for end users, relieve your helpdesk team and fostering greater user acceptance of your DMS.**

The Challenge

DMS installations often face performance challenges over time causing users to spend valuable time searching for information instead of concentrating on their core tasks needing to reach out to the helpdesk team more often. This leads to reduced acceptance of your DMS and lower information transparency.

The Solution

With aiMan fme brings an AI-driven end-user assistant to the document management space, providing responsive real-time answers while seamlessly integrated into the Documentum Smart View application.

It understands and responds to verbally articulated search queries, assists users with workflow-related queries, provides BI reports and offers user-friendly access to FAQs.

In the development of aiMan, we have created our proprietary API service, including the necessary logic to interact with the AI. Our AI, powered by Azure OpenAI GPT-4, has been trained using »few-shot-prompting«. Larger solutions will use »text embeddings« with Vector Databases and sophisticated prompting techniques.

- Conversational Search and FAQ access
- Conversational BI reports (planned)
- Conversational Workflow information (planned)
- Additional features: Customizable to suit your needs
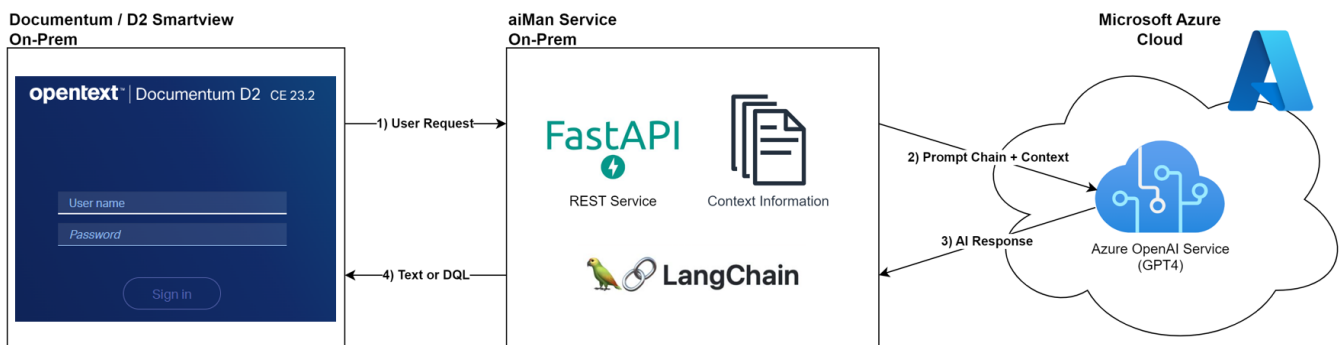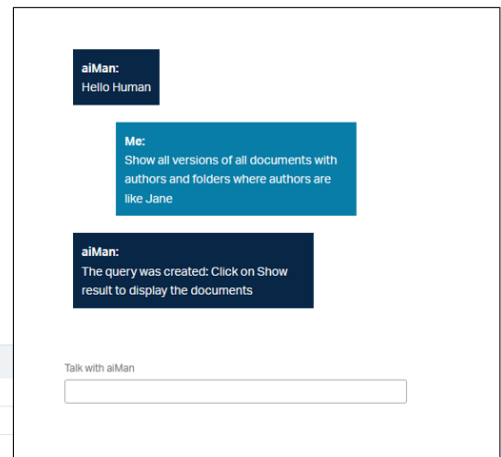

Technical Set-up of aiMan

Benefit / Result

✔ **Reduce the workload of your DMS support team by using aiMan's conversational dialog:** Utilize aiMan's conversational dialogue to ask questions, comprehend responses, and alleviate the workloadof your DMS support team.

✔ **Increase user acceptance of your DMS** by reducing search times for your end users.

✔ **Guaranteed information security:** As the Azure OpenAI service is a private deployment of the model, your information remains inaccessible to any third party, ensuring robust data security.

✔ **Always up to date** – Update your system and aiMan updates, too. aiMan increases value for years to come.

Our Offer

• Requirements workshop: Collaboratively define your needs.

• Solution Documentation Analysis: Preparation of AI training materials.

• aiMan Implementation: Integration into your OpenText Documentum Smart View Client and setup of the local vector database.

• Change Management: Ensuring a smooth transition.

• Hypercare Phase with continuous refinement of the training database.

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aiMan:
Hello Human

Me:
Show all versions of all documents with authors and folders where authors are like Jane

aiMan:
The query was created: Click on Show result to display the documents

Talk with aiMan

Asking question in natural language and getting brilliant results