

Chancen durch Digitalisierung – Wie sich Unternehmen mittels smarter Business Process Automation einen Vorsprung verschaffen



Hochbegabtenförderung
HTL Spengergasse





Schlüpfen wir kurz in die Rolle eines **Support Mitarbeiters**







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Mitterdorfer**



**Florian
Flatscher**



**Christoph
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**Gabriel
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**David
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Hochbegabtenförderung
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Datenanalyse



Support Ticket



Software Abteilung



Outlook Account



Priorität (sentiment)

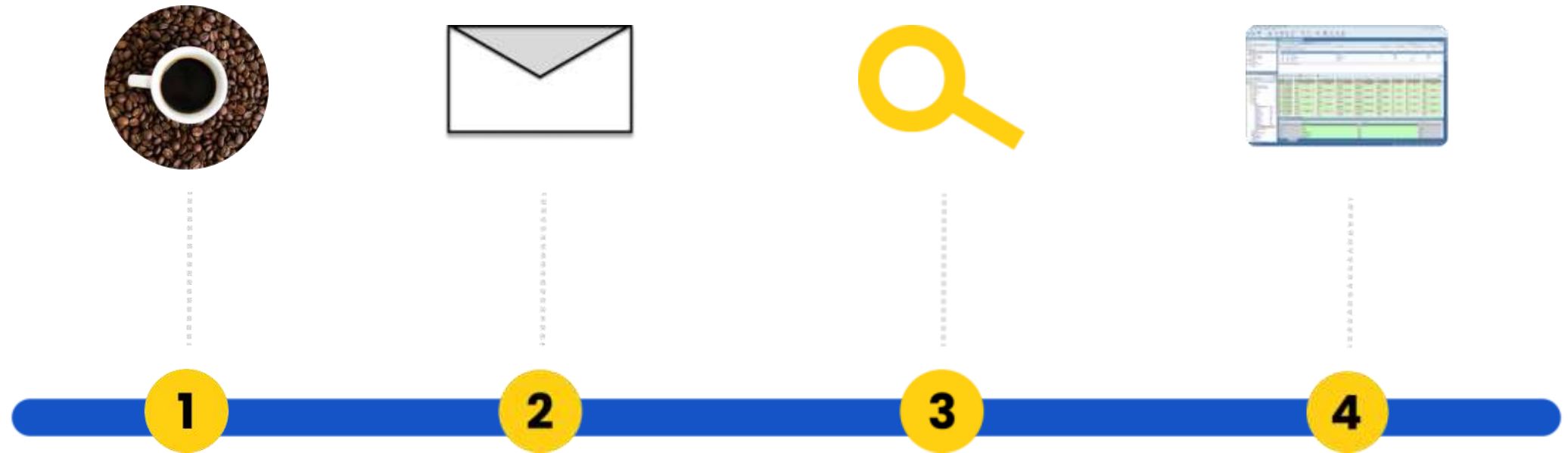


Rethinking
Knowledge

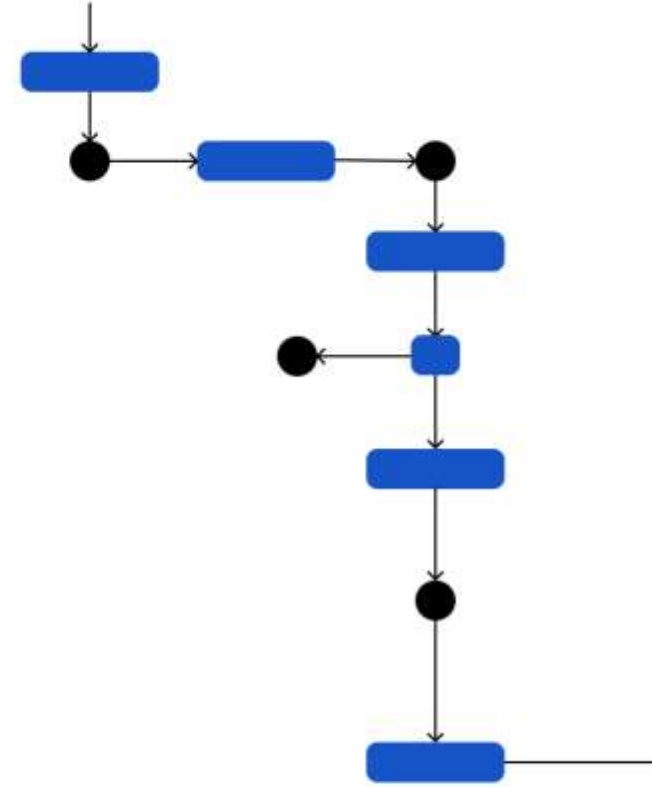


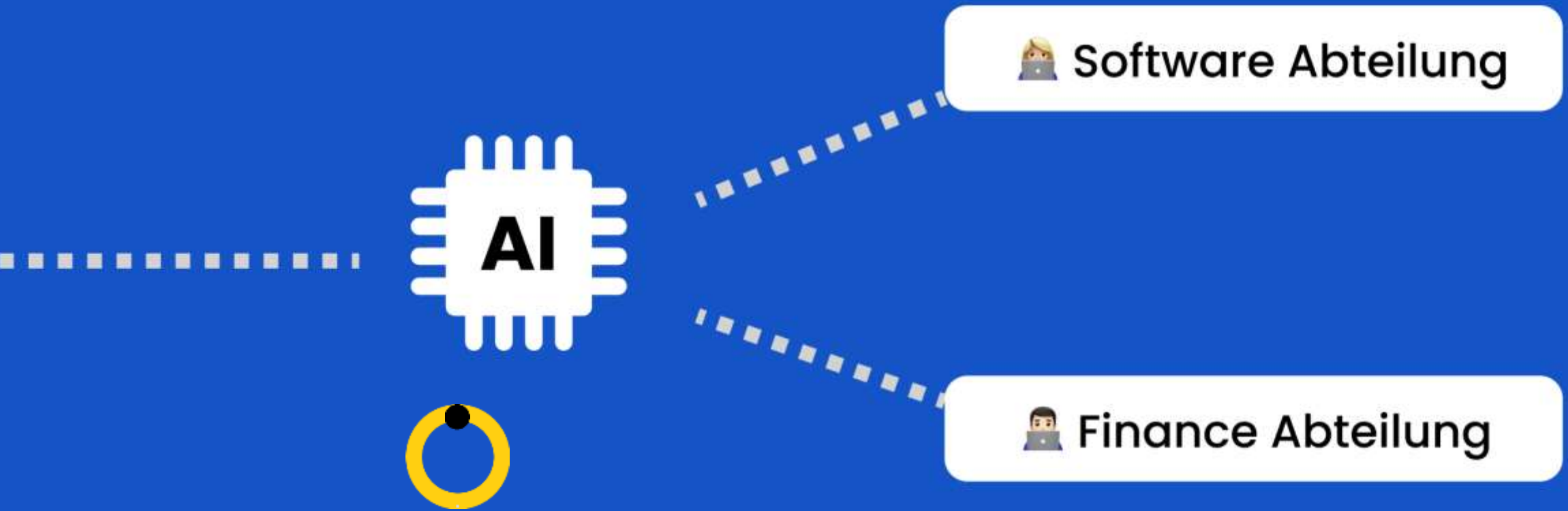
The screenshot displays the Microsoft SQL Server Enterprise Manager interface. The left-hand pane shows the 'Adventureworks' database structure, including tables like 'SalesPerson' and 'SalesPersonHistory'. The central pane is titled 'Data Comparison: SalesPersonHistory (Adventureworks) - Adventureworks'. It shows a comparison between two data sources, with a summary indicating '4 pairs with differences in their data' and '4 pairs with equal data only'. Below this, a table lists the compared data rows, with columns for 'Source Data' and 'Target Data'. The bottom pane shows the 'Column Mapping' section, listing columns from the 'Source Data' and 'Target Data' tables, such as 'SalesPersonID', 'SalesPersonName', 'SalesPersonTitle', 'SalesPersonAddress', 'SalesPersonCity', 'SalesPersonState', 'SalesPersonCountry', 'SalesPersonPostalCode', 'SalesPersonPhone', 'SalesPersonFax', 'SalesPersonEmail', 'SalesPersonMobilePhone', 'SalesPersonMobileFax', 'SalesPersonMobileEmail', 'SalesPersonMobilePhone', 'SalesPersonMobileFax', 'SalesPersonMobileEmail', 'SalesPersonMobilePhone', 'SalesPersonMobileFax', 'SalesPersonMobileEmail'.

Der Business Process

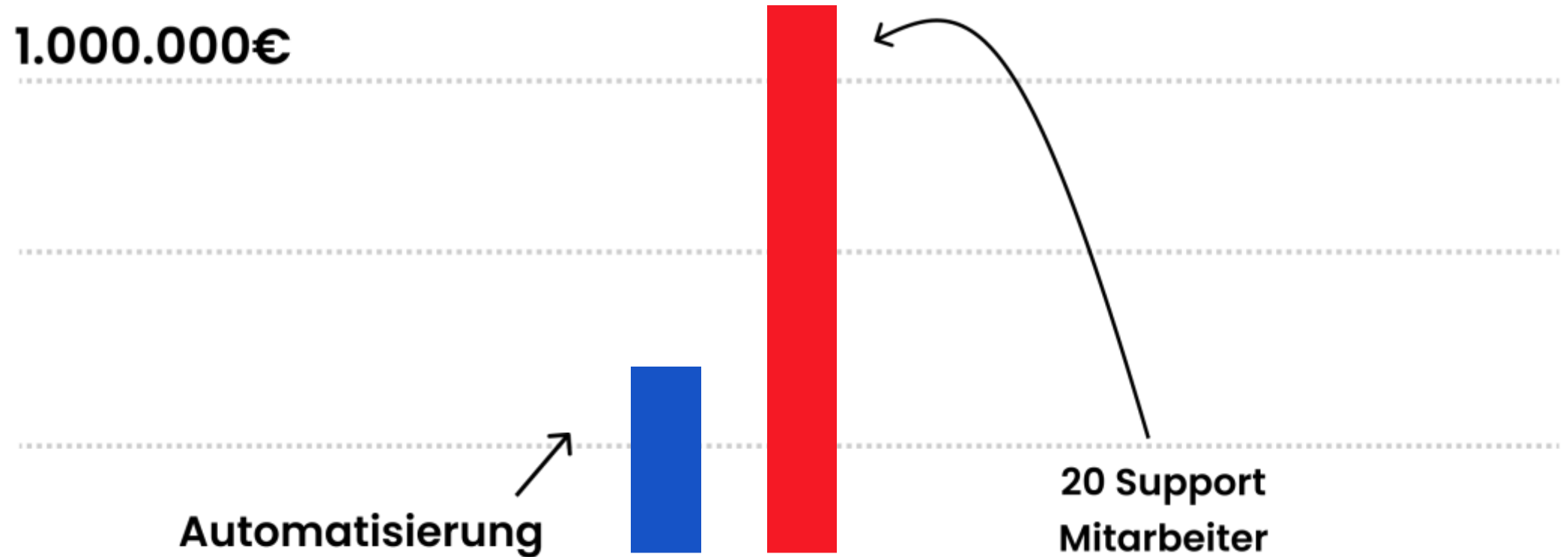


Arbeitet der Computer für uns?

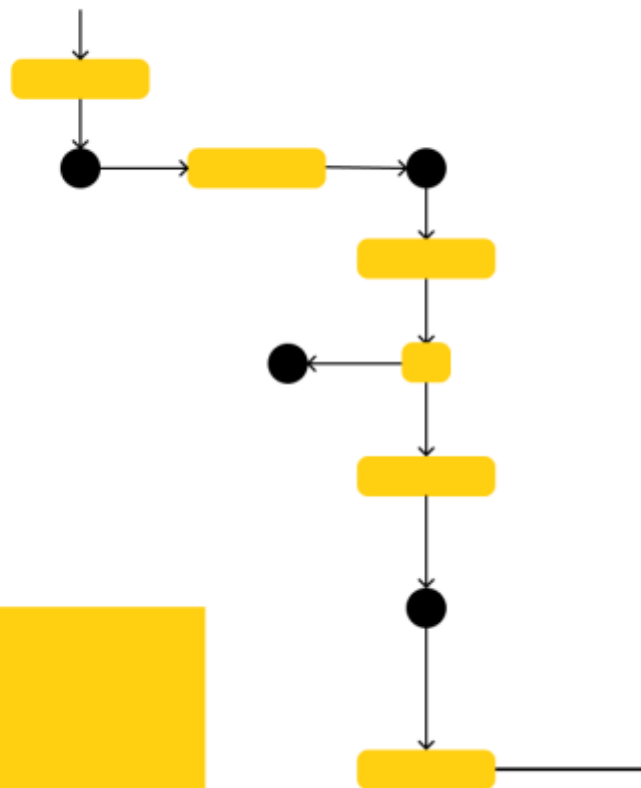




Wie viel haben wir gespart?



Size



← → ↺

localhost/dashboard/ddfb93a8-457e-4f69-a15d-239099f2255c

100%

🔖

🔔

☰

SIKE

HOME

Welcome

+

FLOWSDivSample Flow

MANAGEMENT

Activities

SettingsDocumentationShow cases

SIKEVersion 1.0

Ticket Flow

Inspector

Events

Input Events

ON EMAIL

Activities

COUNT WORDS

CLASSIFY

ANALYSE

TEMPLATE

SENTIMENT ANALYSIS

Output Events

WRITE EMAIL

CREATE TICKET

CALL API

+

-

🔄

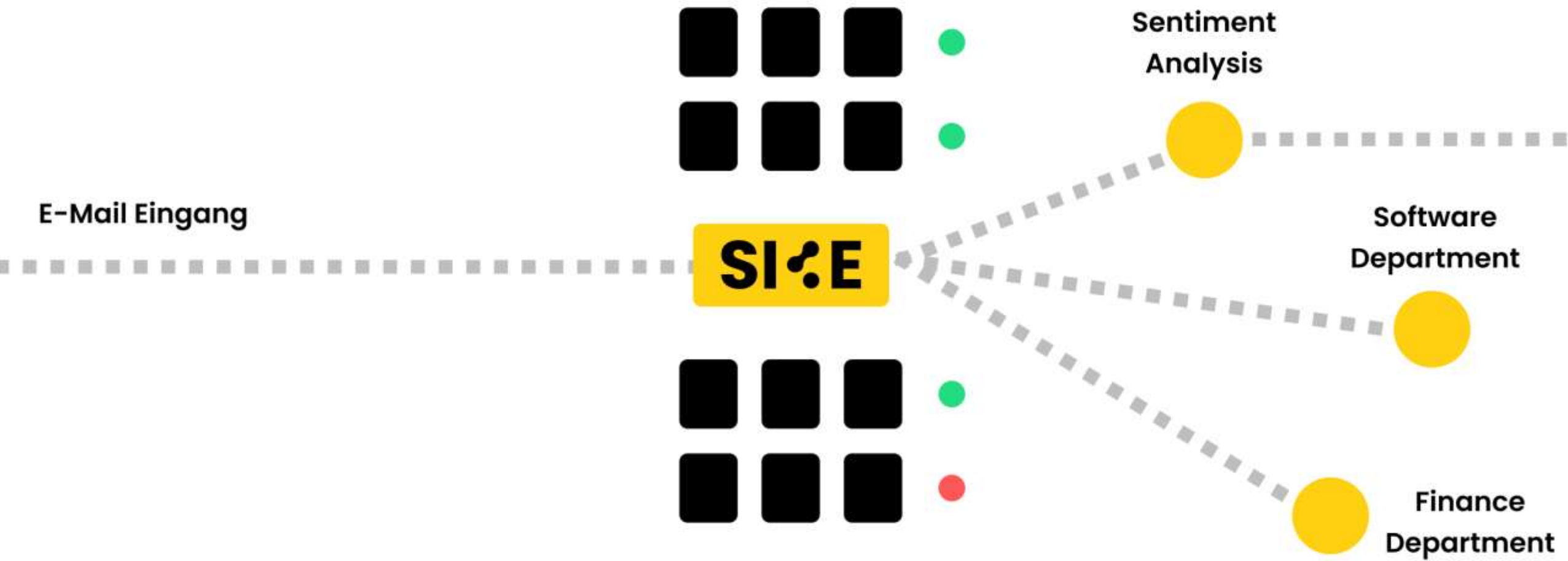
🔍

React Flow

● Der Prozess ist live!

1 Klick

Deploy



Scalability



SIZE

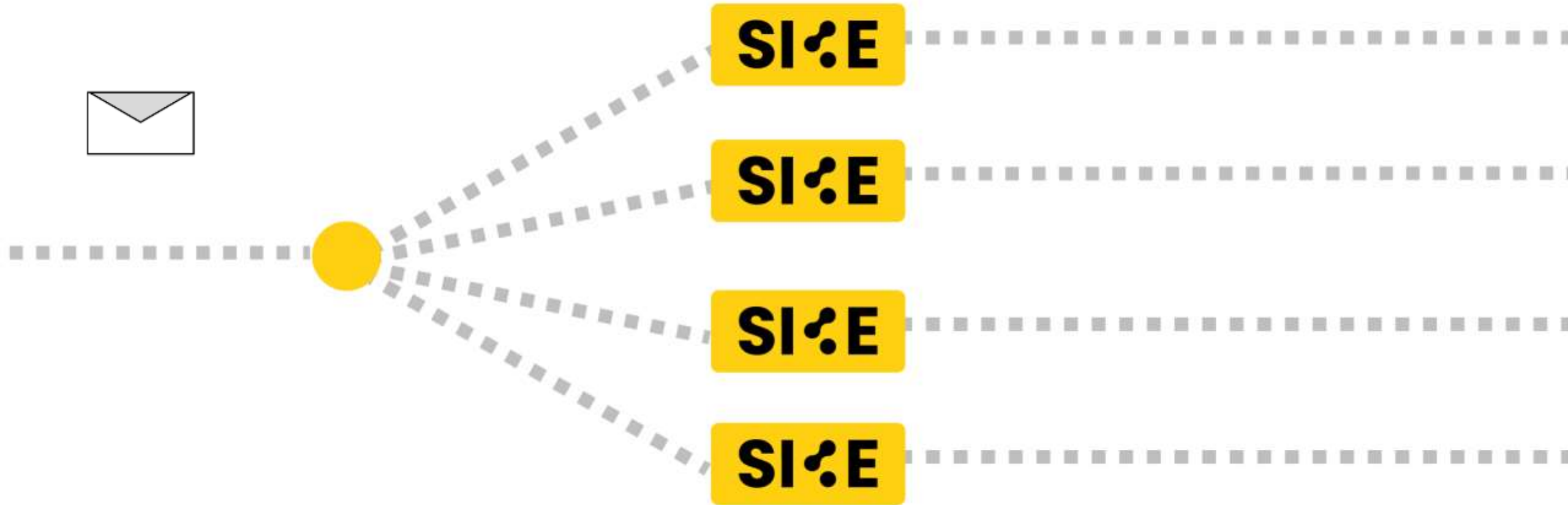
Scalability

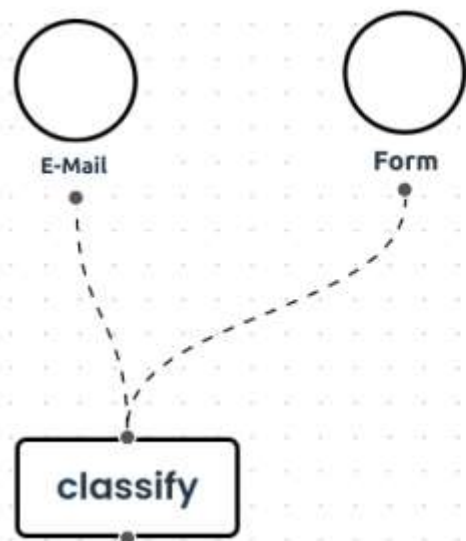


Scalability



Scalability





Create ticket

Having a problem? Create a ticket and someone of the support team will contact you.

Issue code

Short problem statement

Detailed explanation

☐ I agree to the data regulations.

Send

AI Komponenten



Classification



Sentiment analysis



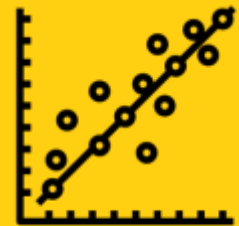
OCR Technology



Summary Generation



Cluster analysis



Regression





1

**No-Code
+ Erweiterungen**



2

**Agile
Automatisierung**



3

**Wissenstransfer
und MA-Motivation**

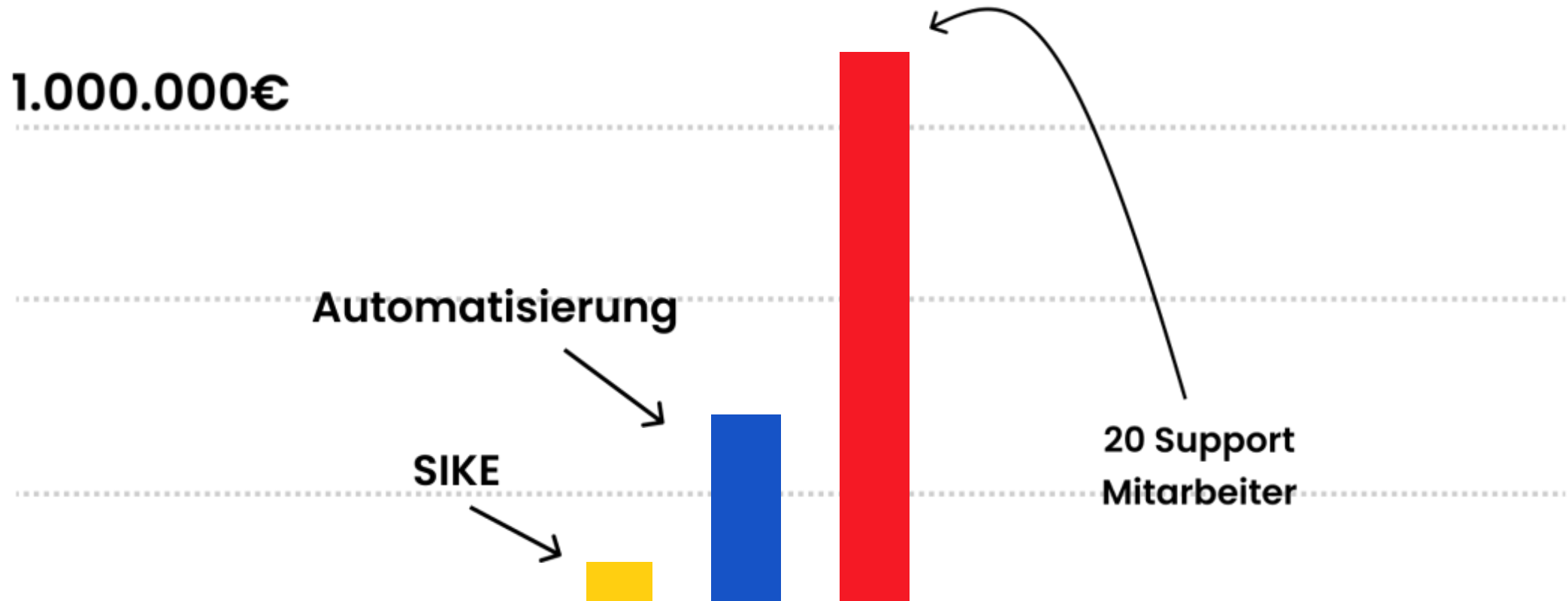
Marktanalyse



appian



Wie viel haben wir gespart?





?

Automatisierung



SIKE Plattform



Digitalisierung 2.0

**Nachdem Meetings
aufgenommen werden, soll
eine Zusammenfassung an
alle Beteiligten verschickt
werden.**

Dokument

fJ98HDkdwS-df

Meeting
Protokoll

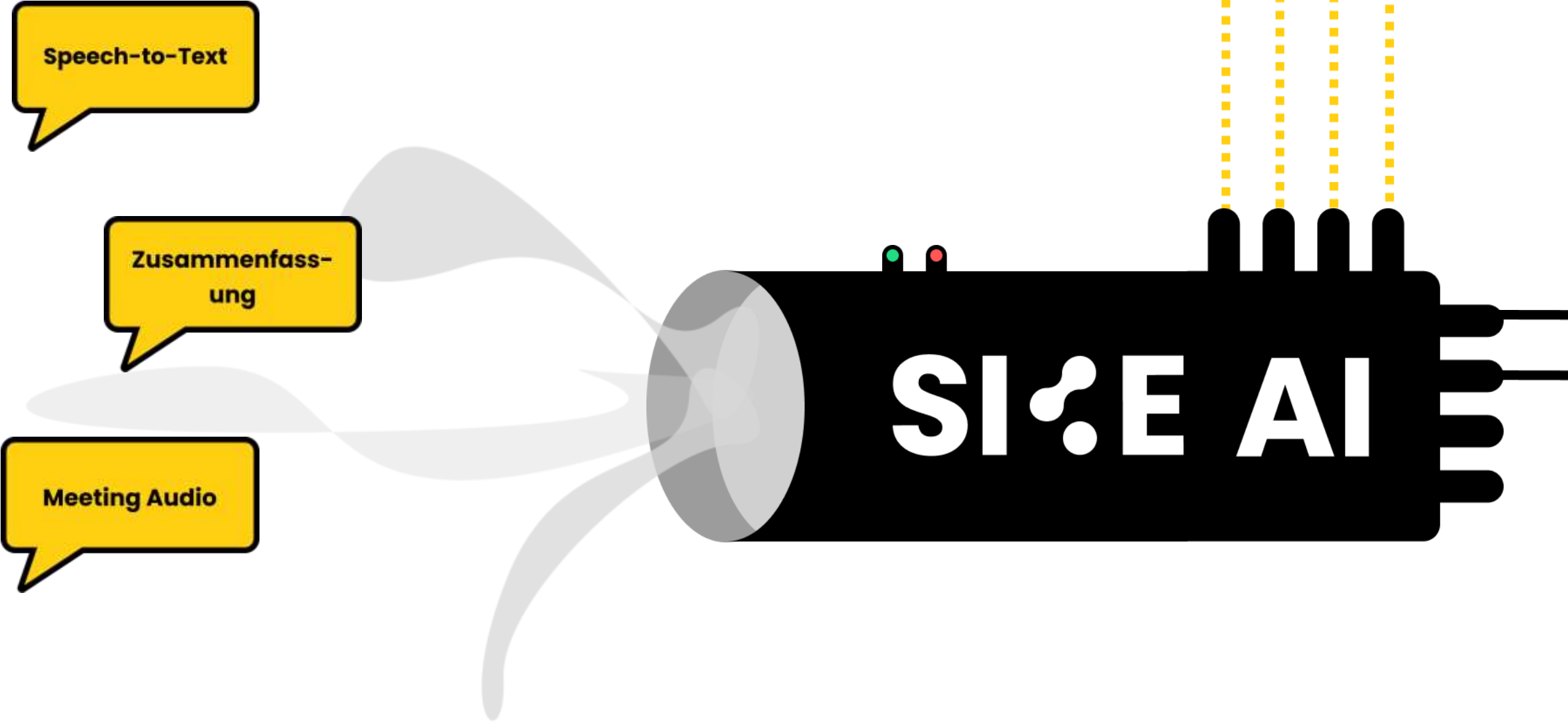
Wie würde das die AI lösen?

Speech-to-Text

Zusammenfass-
ung

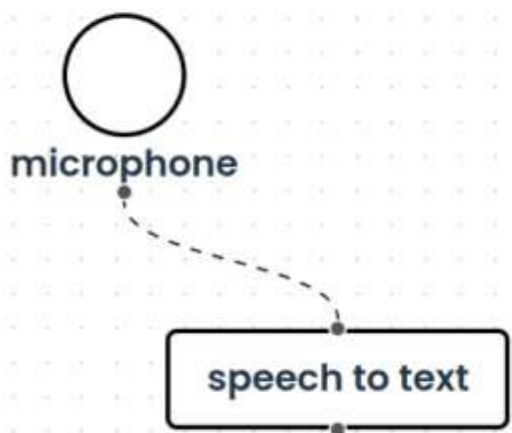
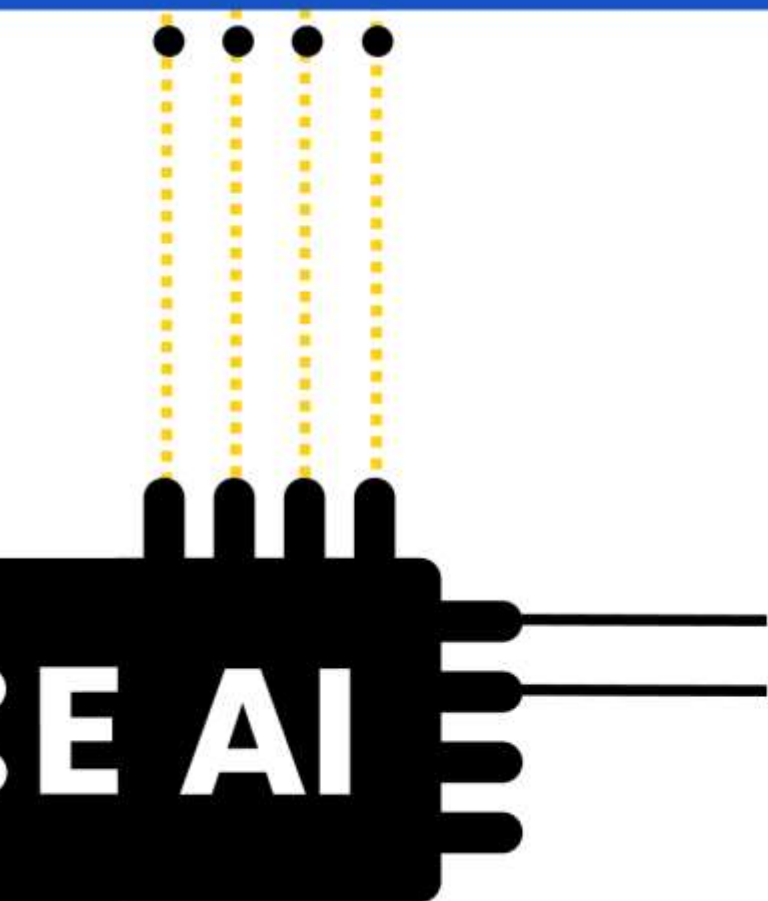
Meeting Audio

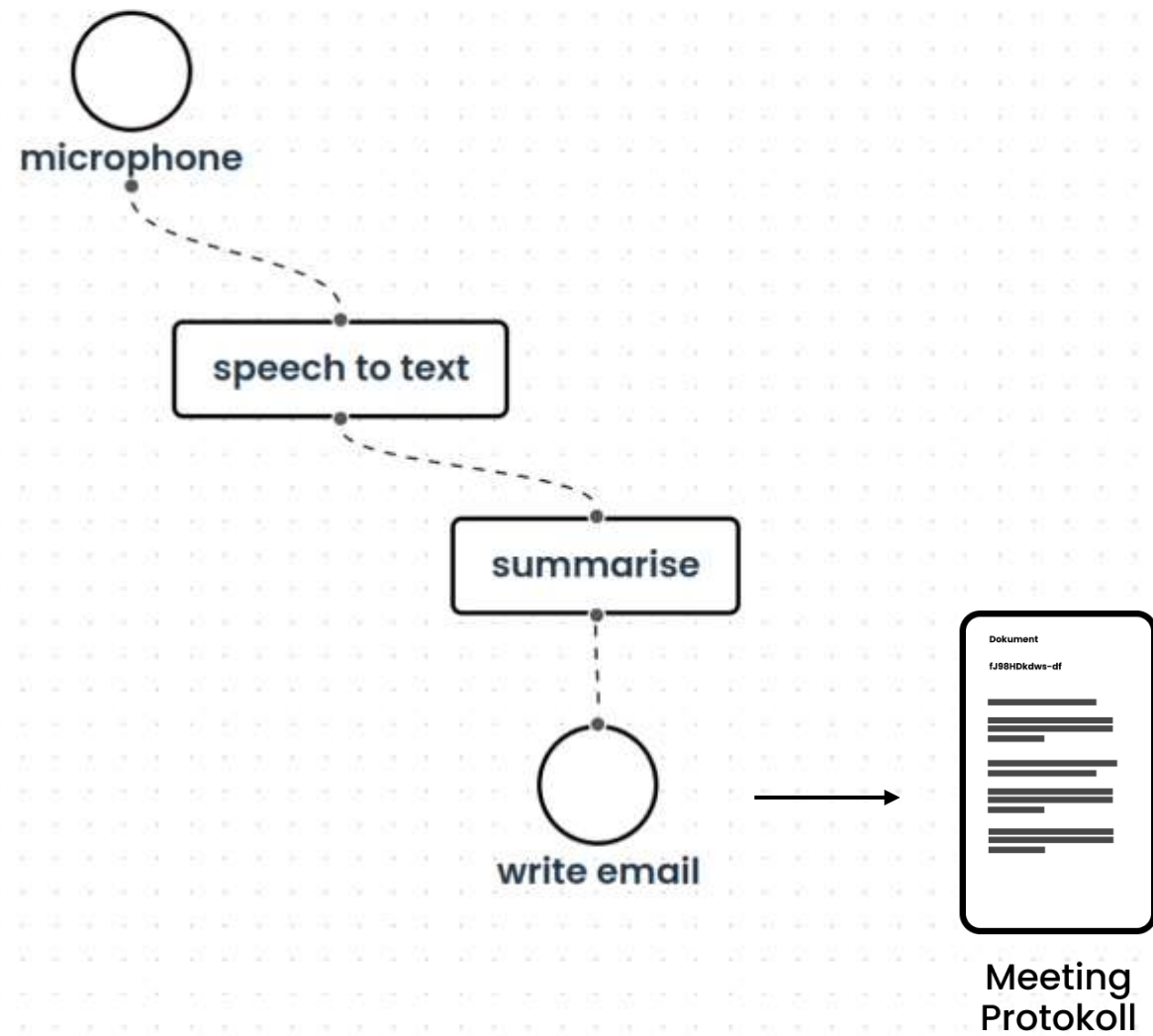
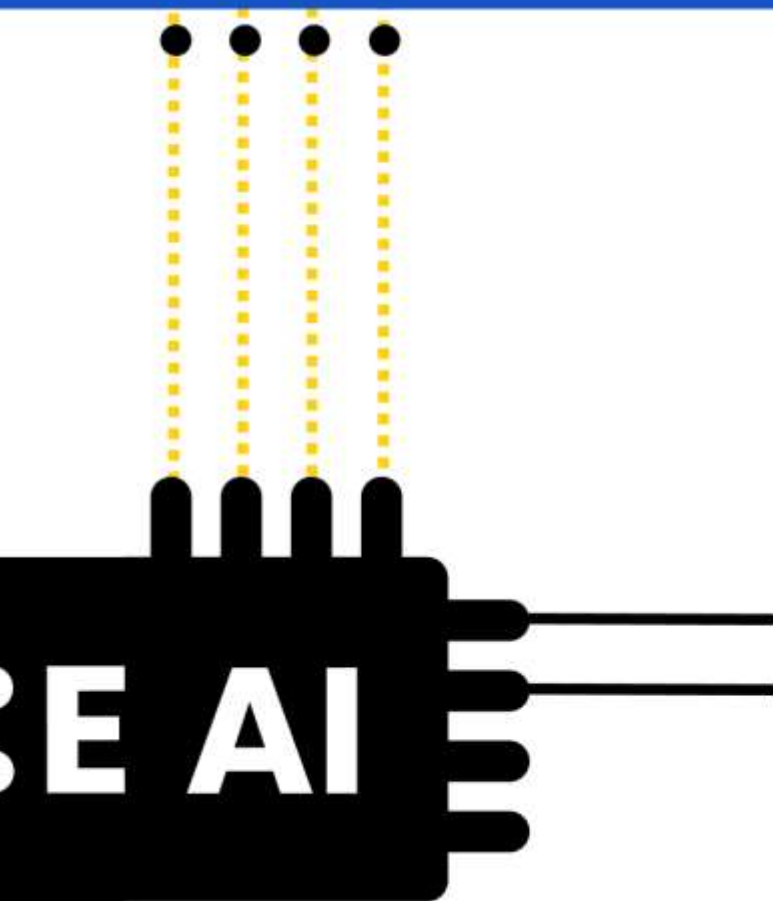
SIZE AI



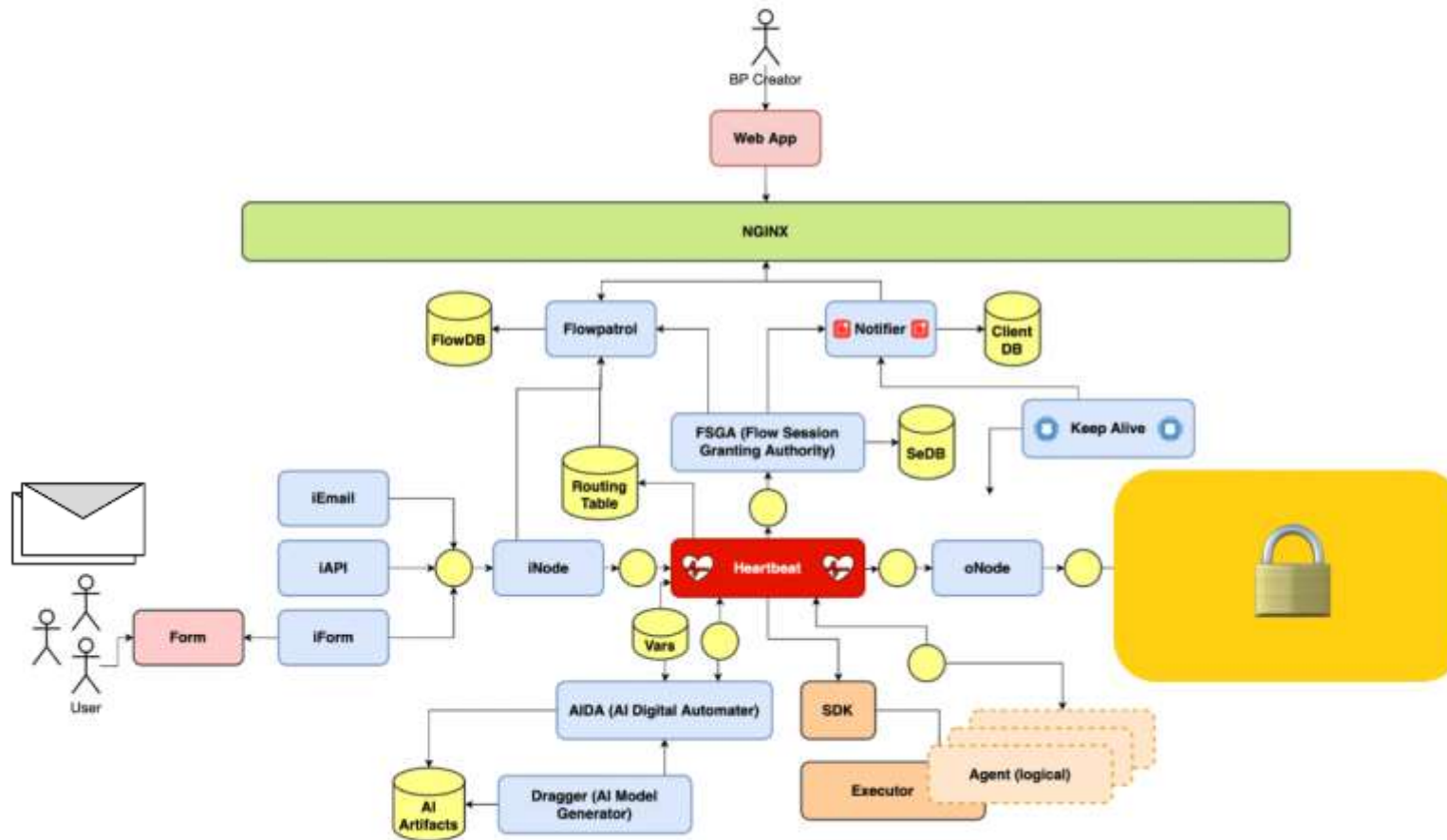
EE AI





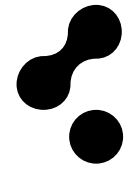


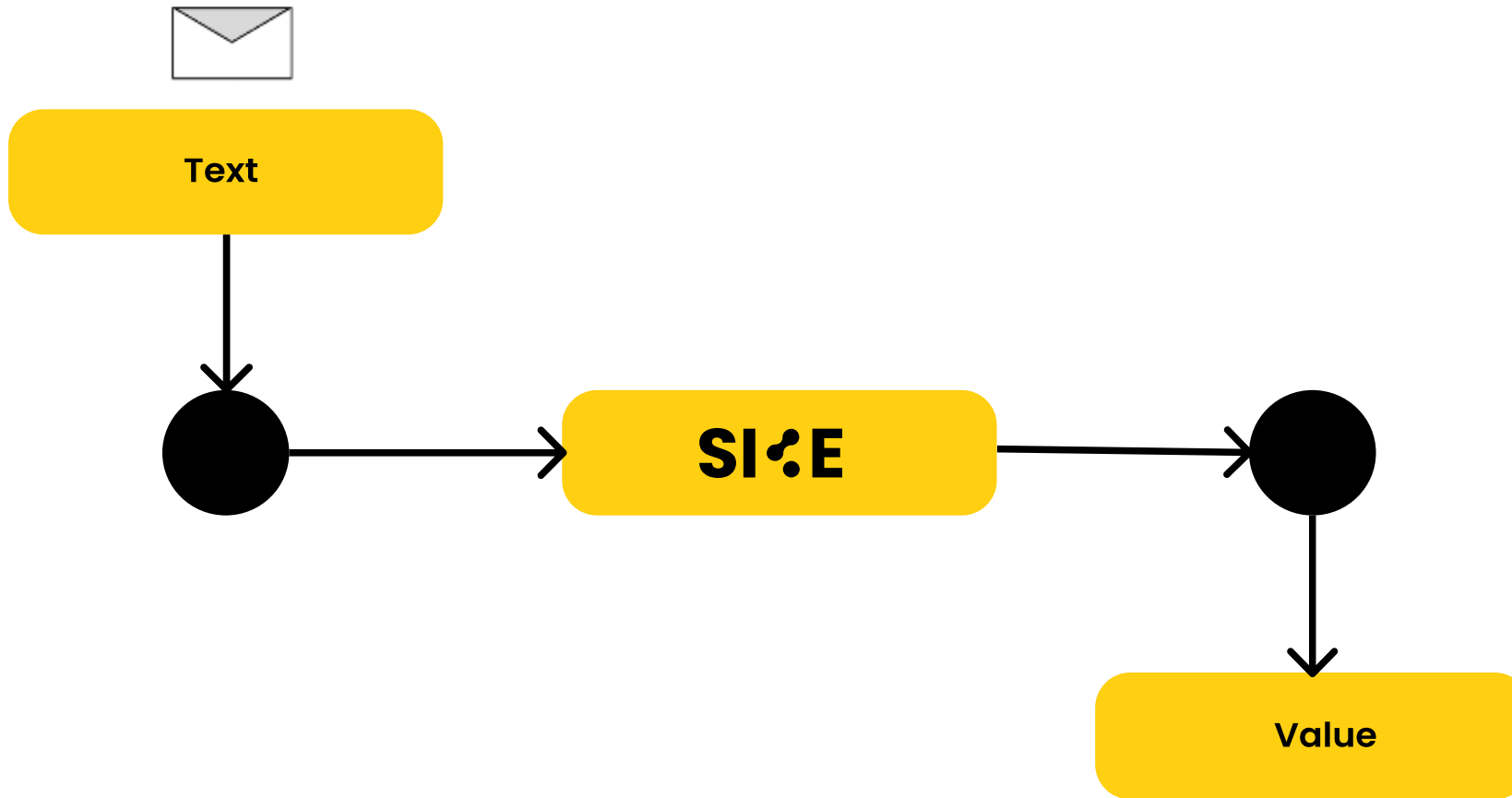
SI&E Architektur



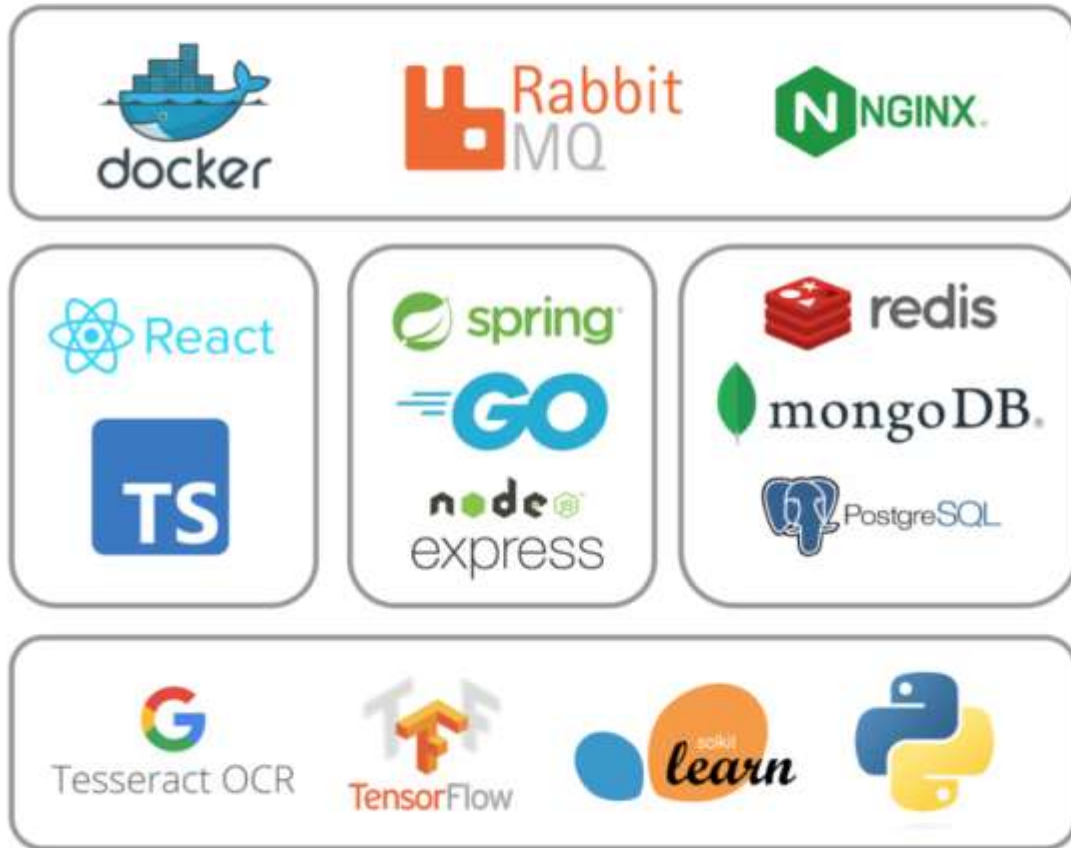
interne
Schnittstellen

SI&E

 Rethinking
Knowledge



SI?E Tech Stack







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