

Questetra BPM Suite Releases New Feature: "AI Agent"

- The AI automatically creates inquiry summaries and initial responses, while humans simply finish them -

Kyoto, Japan - Questetra, Inc. has released a new feature called "AI Agent Task" in its cloud-based workflow product, Questetra BPM Suite, enabling easy and practical use of generative AI within workflow applications.

With this feature, generative AI can be seamlessly incorporated into workflow apps. For example, by simply configuring an automated step as "Summarize inquiries concisely," each inquiry will be automatically summarized.

Background: The Gap Between Expectations and Reality in Generative AI Utilization

Interest in generative AI continues to grow among companies, with many considering its adoption to reduce man-hours and operational costs.

However, actual implementation often stalls due to challenges such as:

- A lack of personnel with knowledge and skills regarding generative AI.
- Difficulty identifying concrete use cases

Overview of the New Feature: What is AI Agent ?

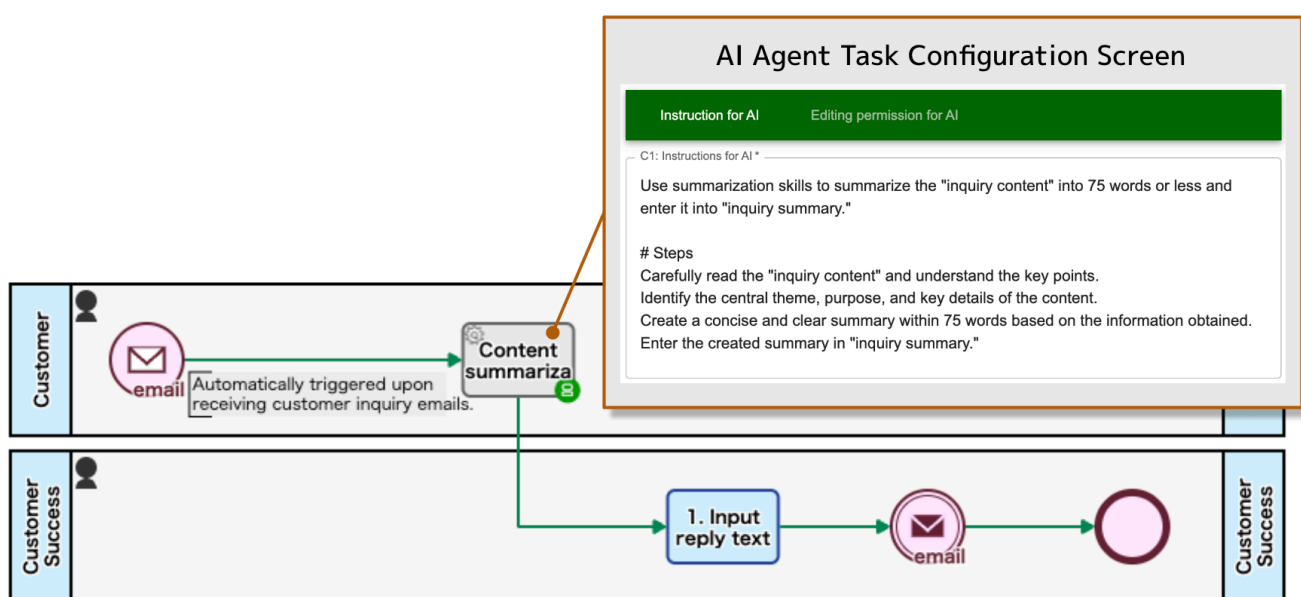
The AI Agent allows users to input natural words instructions, based on which the AI automatically executes processing. No specialized knowledge such as programming or API configuration is required.

Powered by Anthropic's LLM model, Claude 3.5 Sonnet v2, the AI Agent delivers high comprehension and accuracy.

Example instructions include:

- "Please summarize the inquiry concisely."
- "Translate this application document into French."
- "Classify the report contents into categories."

The AI output can be used as-is or reviewed by a human in a subsequent step, ensuring both safety and accuracy.



Workflow Diagram with AI agent incorporated

In Questetra BPM Suite, it has been possible to incorporate generative AI such as OpenAI ChatGPT and Google Gemini into workflow applications, but this required setting up API integration and individual contracts with each generative AI provider. This function, which has now been made available, can be used at no additional cost in all editions, Basic / Advanced / Professional.

Benefits of AI Agent Task × Flexible Workflow Design

AI Agent Task is designed to handle commonly recurring use cases in business such as translation, summarization, classification, and requirement extraction. Moreover, Questetra BPM Suite allows AI Agent tasks to be freely placed anywhere in the workflow, and this flexibility supports ease of deployment in the field.

Thus, field personnel can experience the tangible effects immediately by incorporating and trying it out without worrying how to use AI.

Comments from the Development Manager

Questetra, Inc. CTO Akihiro Hatanaka

The AI Agent is tailored to address the biggest challenge in the introduction of generative AI in the field; We don't know how to utilize generative AI in our business. This feature allows AI to be integrated into the business process as if it is a member of the field.

Comments from Partner Company

Naoto Kume, CEO, Highsmart Corporation

We offer consulting services specializing in the medical industry. We are supporting DX promotion using BPMS, especially in administrative operations where operations are required to be carried out by a smaller number of people.

The AI Agent is very attractive in that it can incorporate the power of generated AI into business processes even in the medical industry, where so-called IT departments are not well organized. It can execute tasks simply by writing what you want to be done, thus accelerating the on-site improvement cycle significantly. We regard it as a big step forward in autonomous business improvement.

About Questetra BPM Suite

Questetra BPM Suite is a cloud-based business process management system (SaaS BPMS). You can develop and operate workflow systems (Workflow Apps) entirely through a web browser, without needing programming knowledge (coding skills). This allows business departments to lead continuous process improvements.

You can systematize various day-to-day operations such as approval flows, quotation submission processes, and inquiry handling. Advanced automation, such as "Requesting AI to draft a document" or "Saving files to Google Drive," can also be implemented in No-Code.

(Examples of business process improvements: <https://questetra.com/en-solutions/>)

(Examples of Business Flow Diagrams: <https://questetra.zendesk.com/hc/en-us/articles/360012492211>)

Please see the Release Notes for details.

Version 17.0 Release Note: <https://support.questetra.com/versions/version-170/>

About Questetra, Inc.

Questetra, Inc. is an enterprise cloud computing company in Kyoto Japan, founded in 2008. We optimize the world's Business Processes.

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