



INFORM Software

# AI Use Case demo

**Kai Ebenhöh**

AI Architect – Vehicle Logistics

[Kai.ebenhoeh@inform-software.com](mailto:Kai.ebenhoeh@inform-software.com)

**Privacy Notice:** This document and its content is the absolute property of INFORM GmbH and/or its subcontractors. The reproduction, distribution and utilization of this document as well as the communication of its contents to others without express authorization is prohibited. Offenders will be held liable for the payment of damages. All rights reserved in the event of the grant of a patent, utility model or design.

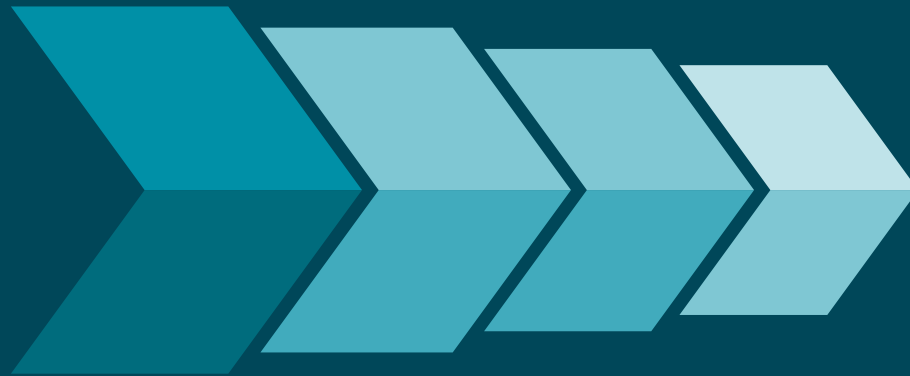
# Process Mining



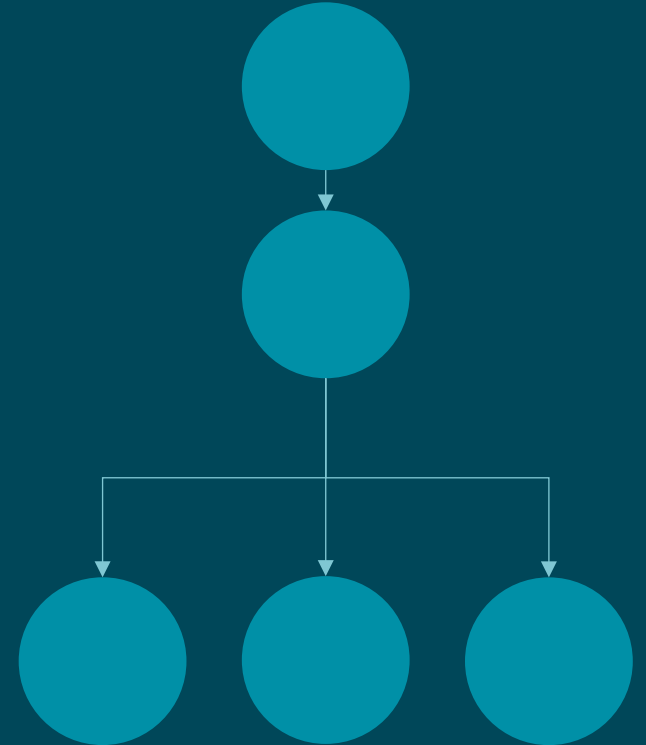
# What is Process Mining?



**EVENTS**



**PROCESS MINING**



**PROCESS**

# Process Mining – Example: Login to a user account

## Process 1

Enter username

Enter password

Verify login

Grant access

## Process 2

Enter username

Use passkey to  
login

Verify login

Grant access

## Combined Process

Enter username

Enter password

Use passkey to  
login

Verify login

Grant access

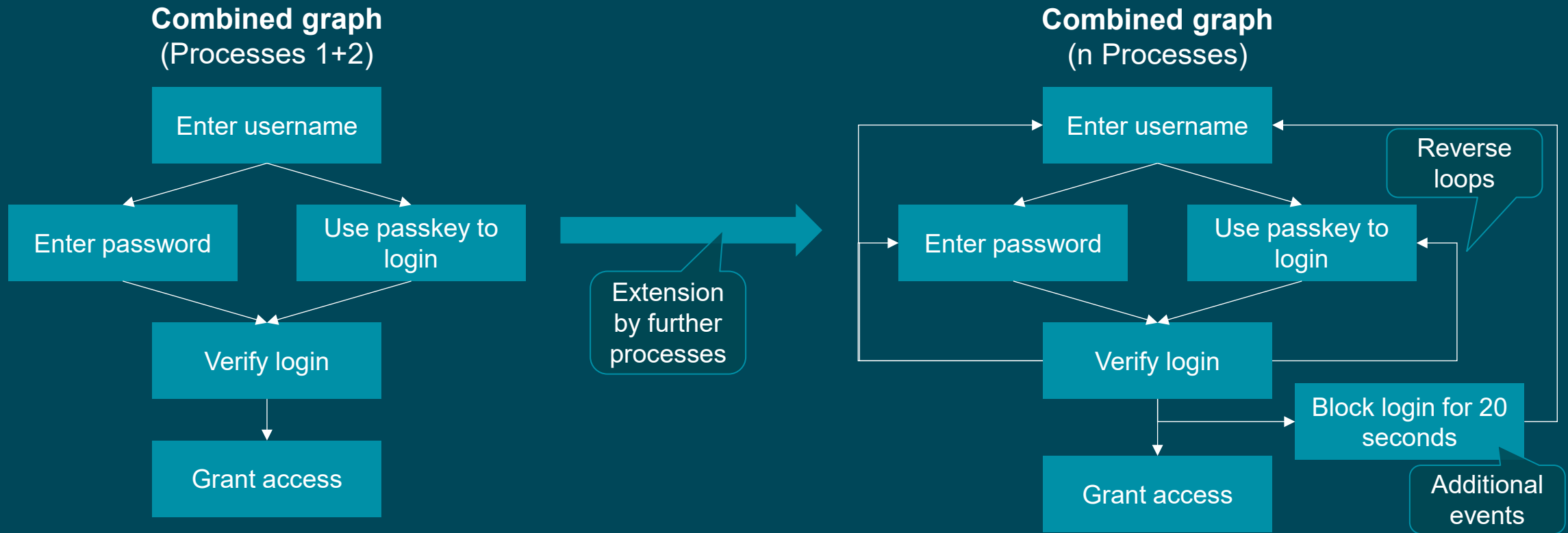
The processes  
only differ in  
type of  
verification

Combine both  
processes in  
one process  
graph

Events extracted  
from log files

## Process Mining – Example: Login to a user account

- Consideration of further processes and events, i.e., process steps
- Extension of process graph



# Workflow in Process Watcher

## Analysis Steps

1. Selection of available usecases from overview
2. Get highlevel insights into usecase
3. Drill down into details of usecase

1

PROCESS WATCHER UI

Traces  
DFG  
Data Upload  
Categories  
Analysis  
Conformance

Walking Distance Analysis  
Walking distance for resource analyzed with respect to optimized and manually assigned orders. Restricted to relevant optimization groups.

Cancelled WorkOrders  
Shows how many workorders are cancelled after they have been assigned. What is the effect of the average completion time? Filtered on relevant optim groups.

Cancelled WorkOrders Resource Efficiency  
How much time is lost on cancelled work orders.

Automatically Assigned WorkOrders  
Shows how many workorders are assigned using the optimization by optim group.

2

PROCESS WATCHER UI

Traces  
DFG  
Data Upload  
Categories  
Analysis  
Conformance

Analysis: Automatically Assigned WorkOrders

WorkOrder	OPTIM_GROUP	#CHANGED_PRIORITY	#CANCELL	ASSIGNBEST
6281812		585	16	268
6282433		92	1	45
6281280		30	1	29
6285877		67	0	18
6283740		267	6	251
6281385		57	3	30
6281280		200	4	200
6281280		182	0	2
6281280		182	0	2
6281280		98	4	0
6281280		98	4	0

3

PROCESS WATCHER UI

Traces  
DFG  
Data Upload  
Categories  
Analysis  
Conformance

Case: 6281280

Case	Time Stamp	Details
6281812	2025-02-17 09:47	Details
6282433	2025-02-17 15:07	Details
6281280	2025-02-17 10:12	Details
6285877	2025-02-17 15:45	Details
6283740	2025-02-17 15:03	Details
6281385	2025-02-17 08:21	Details

Metadata:

CREATE\_COMMAND: WORKORDER\_CREATE  
ENDPOSITION: [REDACTED]  
MOVETYPE: [REDACTED]  
PRIORITY: HIGH  
RESOURCE: [REDACTED]  
STARTPOSITION: [REDACTED]  
TRANSPORTTYPE: MOVE

Activities:

Time Stamp	Activity
2025-02-17 07:25:27	WORKORDER_CREATE
2025-02-17 08:20:17	~CHANGE_PRIORITY~
2025-02-17 10:09:05	ASSIGNBEST
2025-02-17 10:08:28	CANCELWORKORDER
2025-02-17 10:08:57	ASSIGNBEST
2025-02-17 10:10:25	FINISHWORKORDER
2025-02-17 10:10:25	ASSIGNWORKORDER
2025-02-17 10:12:19	FINISHWORKORDER
2025-02-17 10:12:19	ADDORDERSTATISTICS

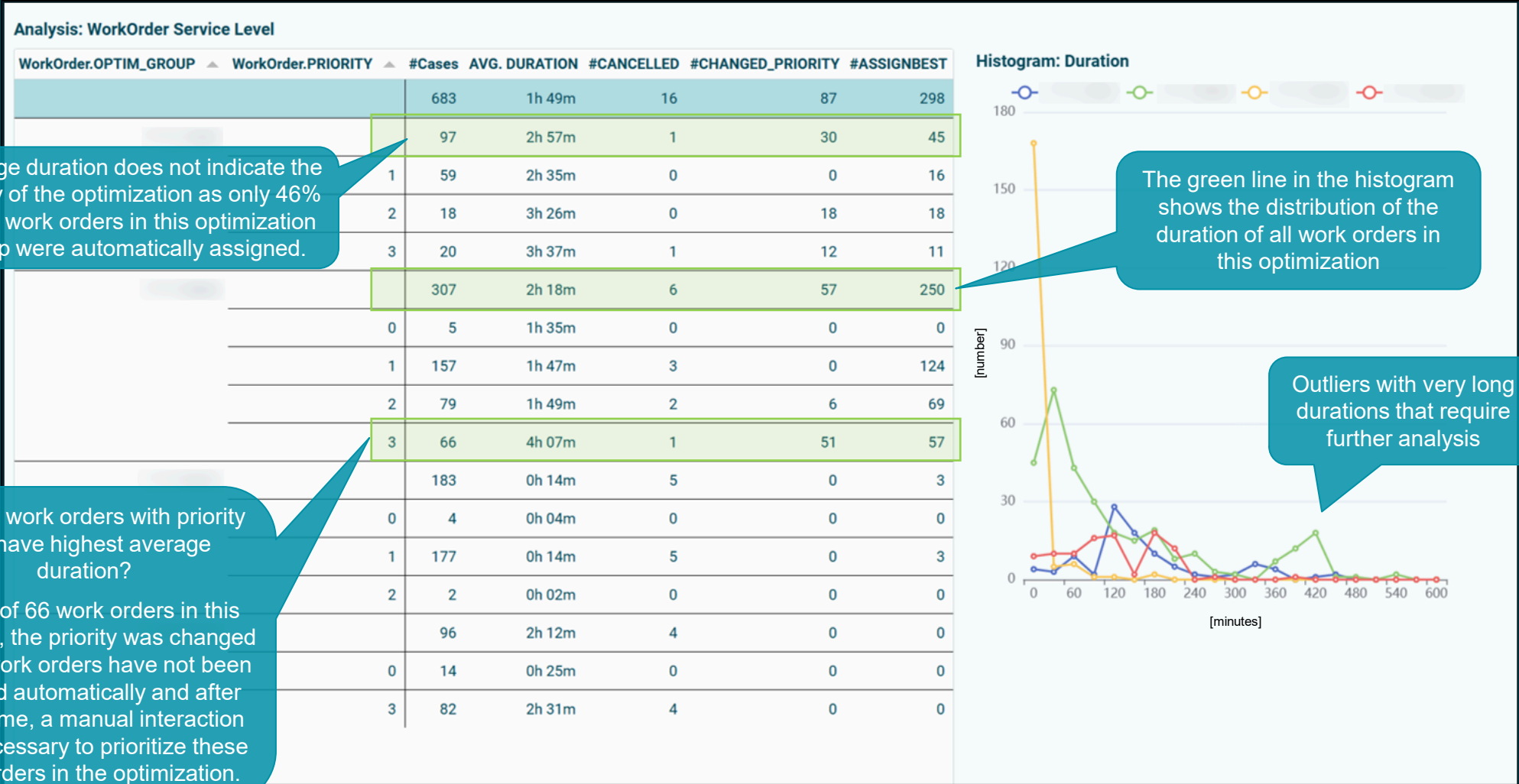
Event: CANCELWORKORDER at 2025-02-17 10:08:28

Metadata:

Key	Value
ORDER	6281280
REASON	BLOCKERT
USER	SWTNEBHYNAGGOW
USER_PROFILE	[REDACTED]

Close

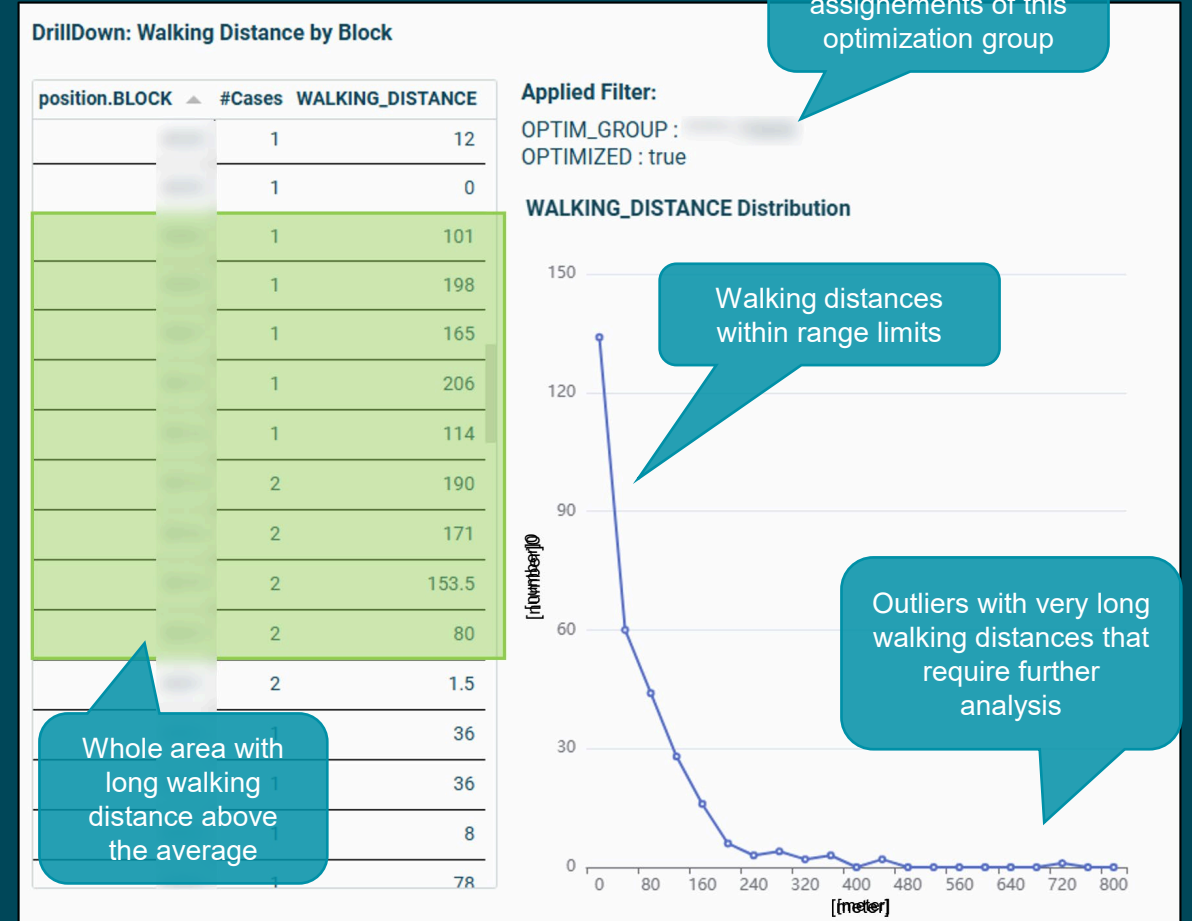
# Use Case: Workorder Service Level



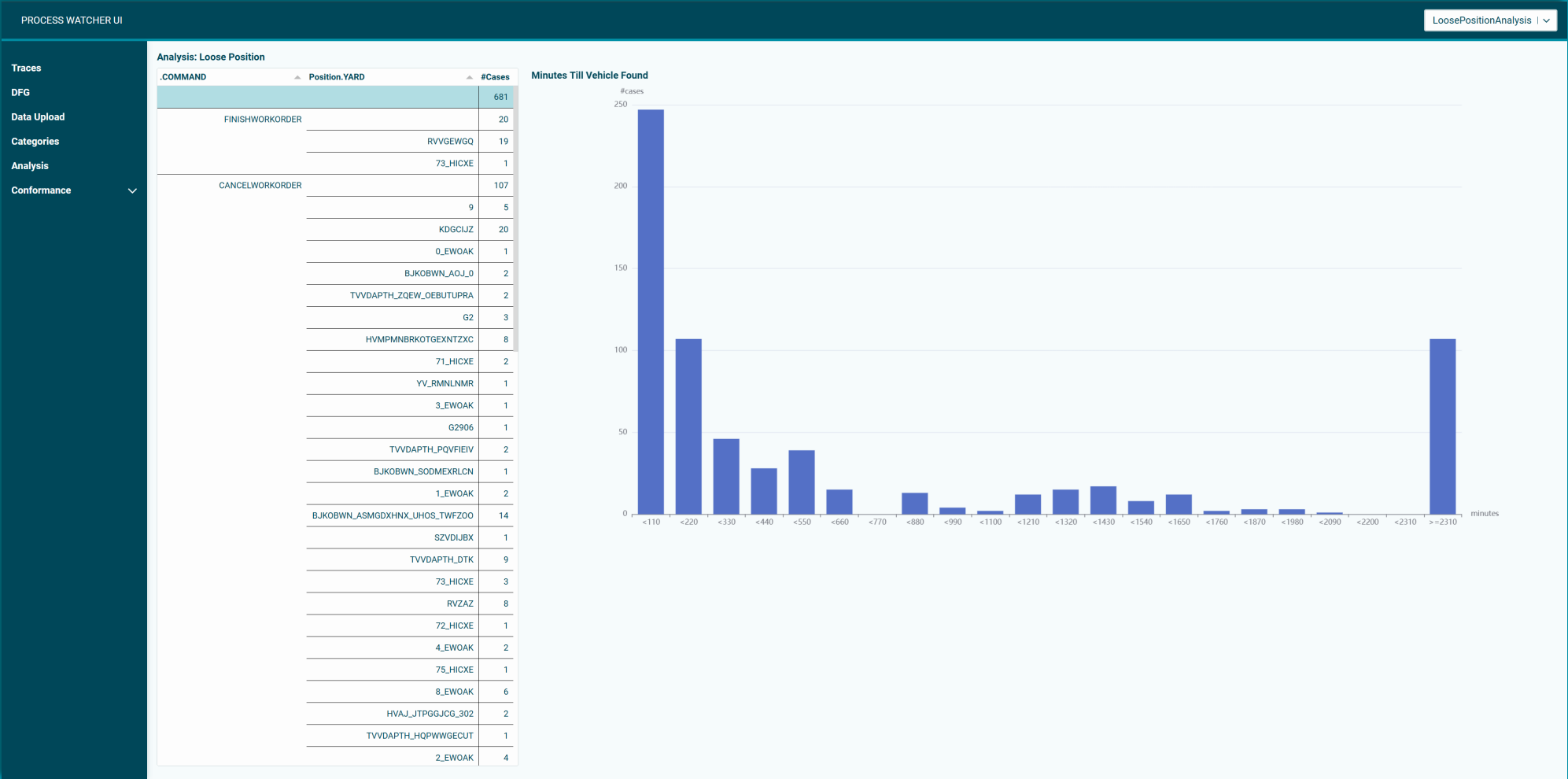
## Use Case: Analysis of walking distances

Example: Analysis of walking distances for optimized assignments in one optimization group

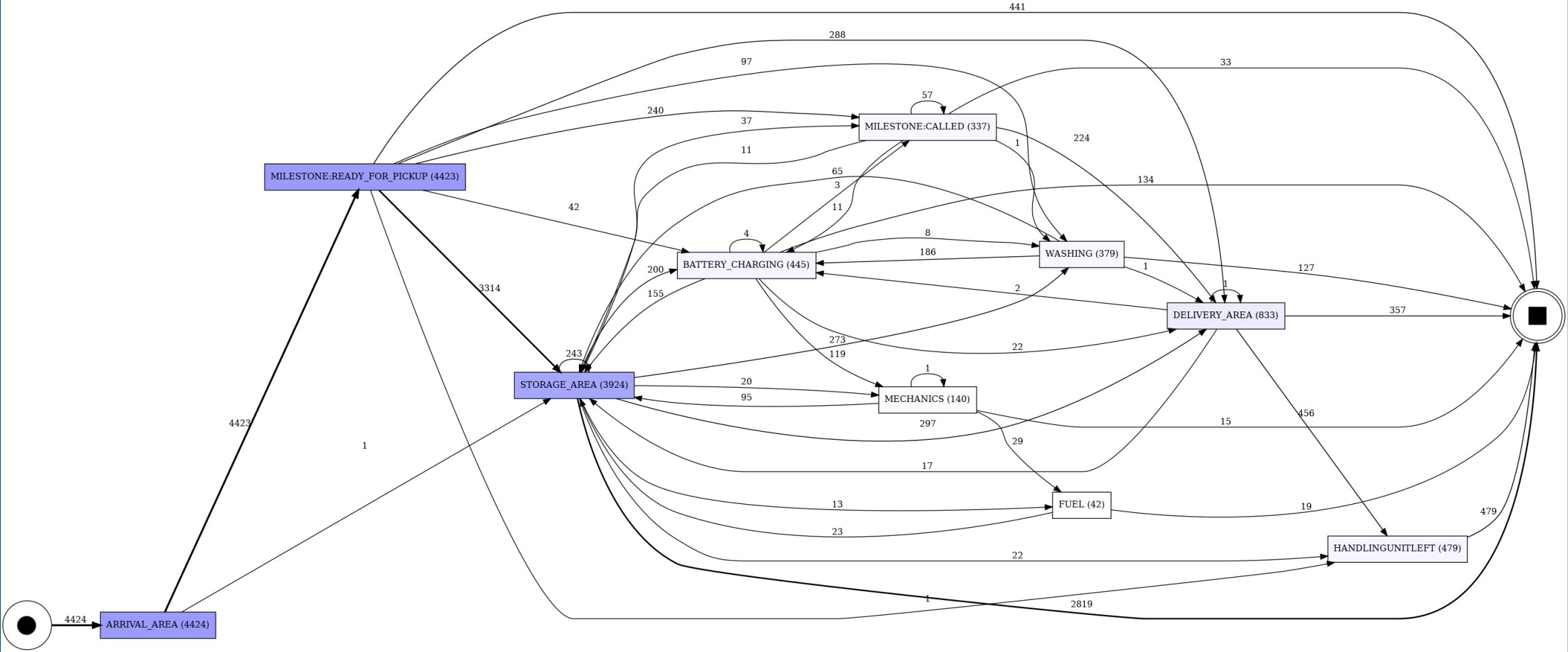
- Distribution of walking distances
- Walking distances by positions



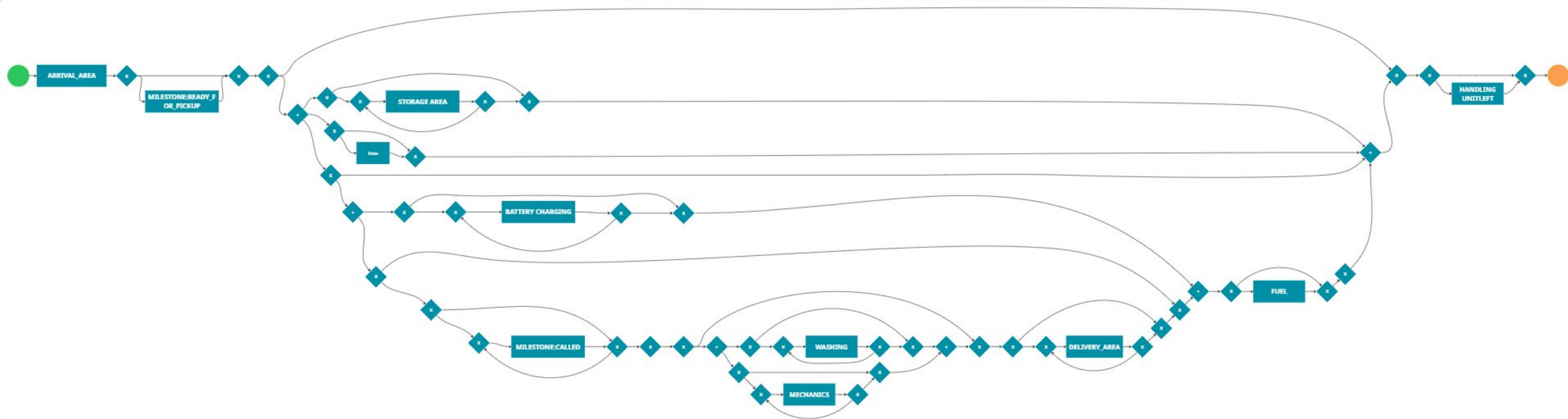
# Ghost Cars



# Milestones



# Milestones – but different



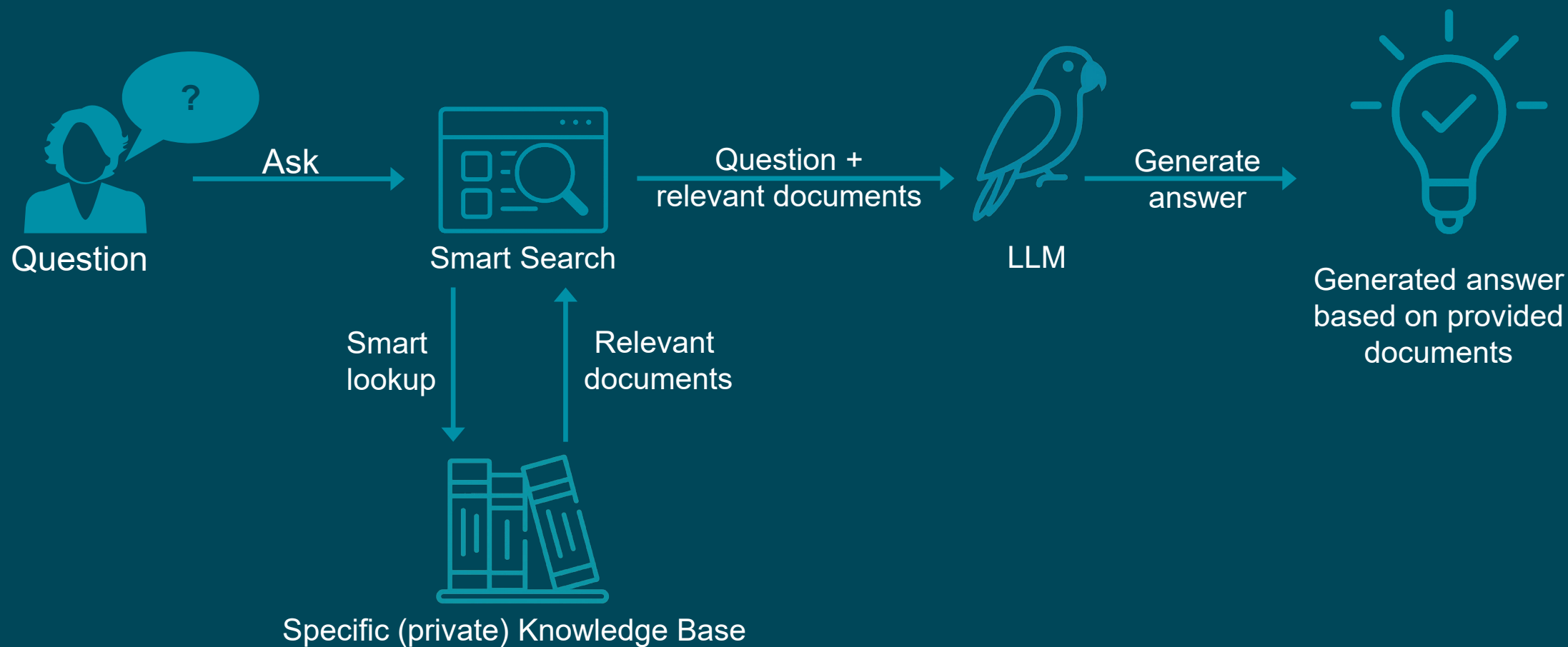
## Whats next?

- Smart Alerting
- Process Suggestions
- Process AI



# Support Assistant

## Highlevel concept of training LLMs for specific contexts



## Use Case

**Today LSPs receive hundreds or even thousands of emails per day:**

- Some are automatically generated and contain EXCEL-sheets that need to be uploaded or filled in and sent back
- Some are generated by a user and may contain more specific requests and custom-formatted EXCEL-sheets
- Some are text-based requests to get information or take certain actions

## Issues

- This creates lots of work
- Time between sending email and receiving an answer is comparably long, leading to frequent task switches for all involved employees

# Use Case: Examples of e-mail requests

Morning All,

Can we please arrange a D2D for the below?

VIN	Location Name	New Location
VSSZZZKN5RW001602	Albert Berry Motors Ltd (DLR00891)	Connollys SEAT Sligo (DLR00938)

PO 87366

Thank you,

Dylan

Qashqai – 306964

Hi Guys,

Can you grab this in Tullamore Nissan and deliver to Naas Nissan.

Please charge Naas Nissan.

Thanks,

Hello

Can you please collect the below unit from Kevin O’Leary Silversprings KOLS and deliver to Navan Opel NAVA.

Thanks a mil for your help.

VXKFPHNSLP1032868	Astra 22	1G05A5PM6KU0A0C5	5-May-23	M0VL-Moonstone Grey	X5FX-Cloth/Vinyl	DE301 DRS19	1			18-May-23	DELIVERED : DELIVERED	Kevin O Leary Silversprings
-------------------	----------	------------------	----------	---------------------	------------------	-------------	---	--	--	-----------	-----------------------	-----------------------------

Kind regards,

## Use Case: Examples of e-mail requests



### Original Request

Qashqai - 306964

Hi Guys,

Can you grab this in Tullamore Nissan and deliver to Naas Nissan.

Please charge Naas Nissan.

Thanks,




### AI generated answer

Dear \*\*\*,

We have received your request to transport the Nissan Qashqai with VIN SJNTBAJ12U1306964 from Tullamore Nissan to Naas Nissan. The order has been created, and the transportation cost will be 150.

Please let us know if you need any further assistance.

Best regards,  
Customer Support  
National Vehicle Distribution

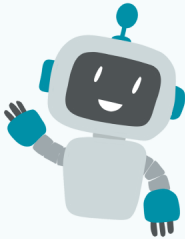
 **Result:** The request was processed automatically. No manual typing. No follow-up questions.

## What does the process look like?



**Hi John!**

I'm here to assist you with your customer requests. Paste the request you've received and I will help you.



Paste request..

Process Request

Your Request



Subject: Transport Request – [VIN: 1HGCM82633A123456]

Dear custmer support,  
Please arrange the transport for the vehicle with VIN 1HGCM82633A123456 from Dublin Motors XYZ (Dublin) to ABC Autos (Cork).  
Let me know once the transport is scheduled or if you need further details.  
Thanks

Data Table



Headline	Headline
VIN	1HGCM82633A123456
Origin	Dublin Motors XYZ, Dublin
Destination	ABC Autos, Cork

E-Mail Template



Subject: Transport Order Confirmation – [VIN: 1HGCM82633A123456]

Dear [Customer Name],

Thank you for your transport request. We confirm that we can arrange the transport of the vehicle with VIN 1HGCM82633A123456 from Dublin Motors (Dublin) to Cork Autos (Cork).  
The cost for the transport will be €250 (excluding VAT, if applicable). Please confirm if you'd like us to proceed with scheduling.  
If you have any additional questions, feel free to reach out.

Best regards,  
Customer Support Team

How useful was the result?



Close this Case

# Whats Next?



# Thank you!

Meet me  
on LinkedIn!



**Kai Ebenhöh**

AI Architect Vehicle Logistics

Kai.Ebenhöh@inform-software.com

