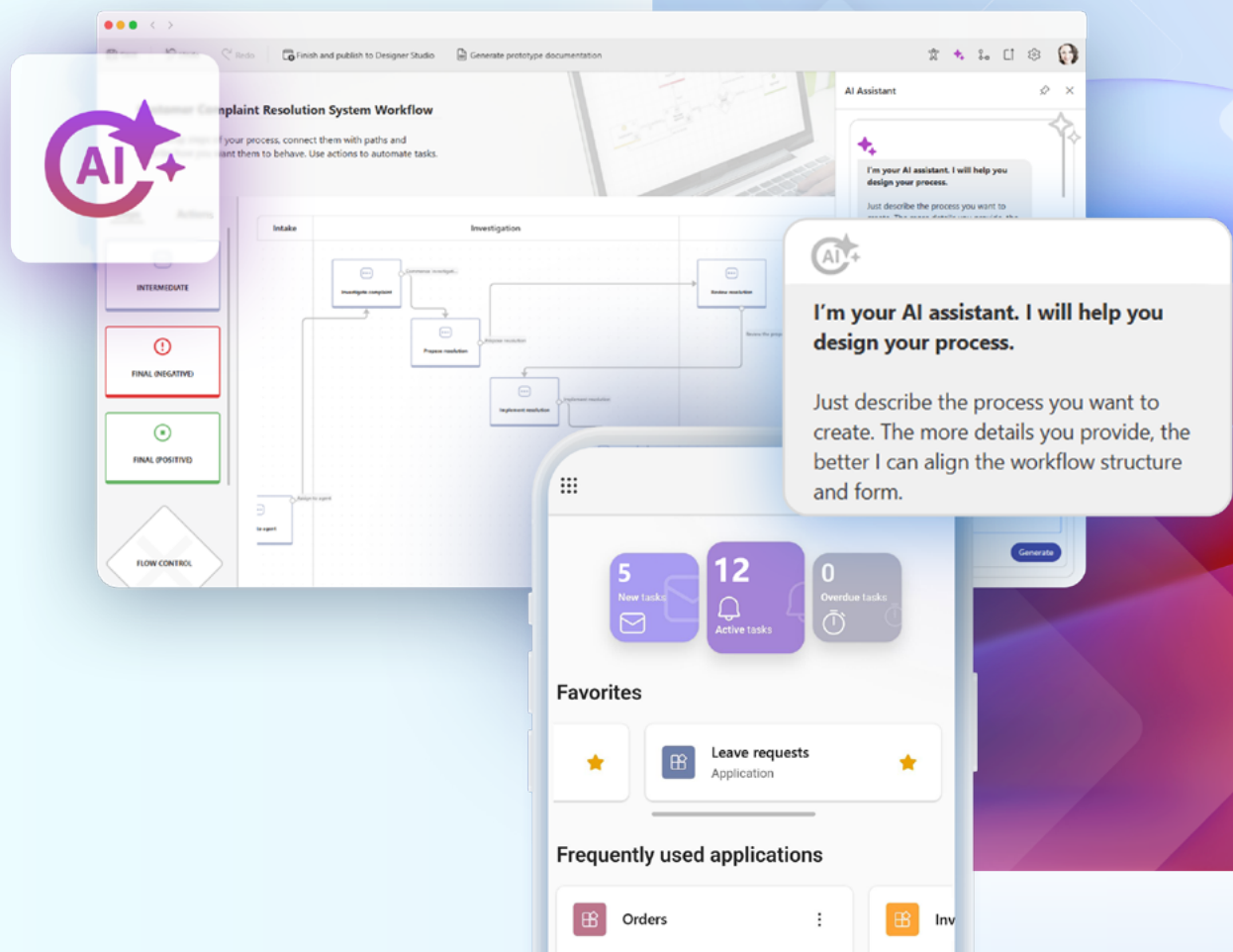


WEBCON

# WEBCON BPS

2025 **R2**

Discover the unique capabilities  
**of the latest version of the platform!**



# WEBCON BPS 2025 – What's new?

Never in the publishing history of WEBCON BPS have we introduced such important and numerous functionalities to the „R” version, which is a minor release between the „large” versions of the system marked with a four-digit number. That is why we dedicate a separate document to the 2025 R2 edition, describing the progress we have made.

The new possibilities include, amongst others, a completely new way of engaging external users in processes, a number of practical solutions based on artificial intelligence, and the ability to easily create your own API endpoints without programming.

**Let's have a look!**

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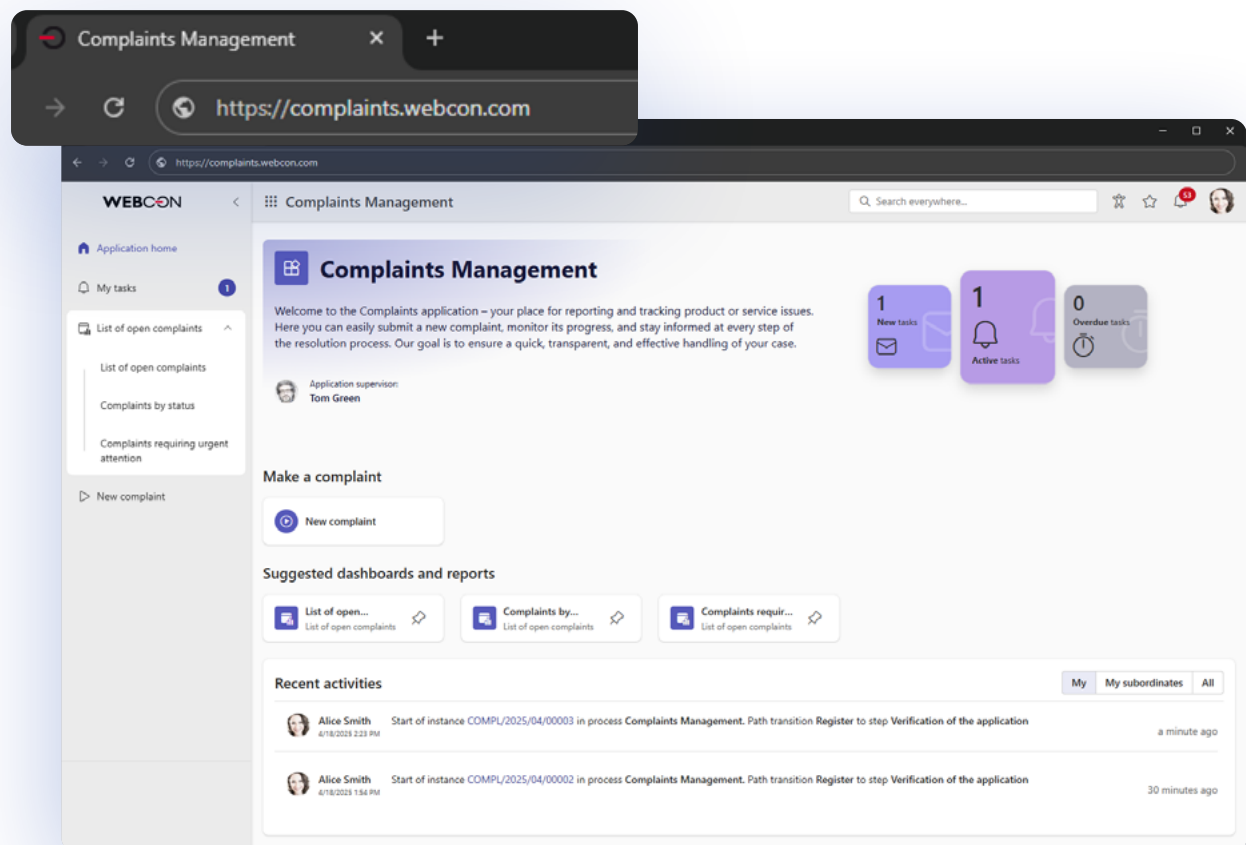
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## Application Hub – new possibilities of cooperation with external users

In response to customer feedback and suggestions, in recent years we have been systematically expanding the functionality of the system in terms of engaging external users in the company's processes. In previous versions, we introduced the ability to share a selected workflow element using a dedicated link or simultaneous editing of documents based on OneDrive.

In the 2025 R2 version, we are going two steps further and introduce the Application Hub. This functionality allows you to separate a single application from the entire structure of the Portal and make it available to external users.

This type of application (which may contain more than one process) is made available at a dedicated URL address in a subdomain (e.g. support.webcon.com) and is simplified to the application view itself, without the possibility of accessing other resources and the main page of the Portal. For an externally shared application, one of three authentication methods (Active Directory, Entra ID, and OpenID) can be defined and it can be different from the method configured for the entire Portal.



The Application Hub is a great complement to the system in B2B scenarios, and even selected B2C scenarios, where users get only the part of the system that they actually need to use. This functionality can be successfully used in processes such as:

- supplier verification as part of ESG,
- B2B notifications and complaints,
- subcontractor and suppliers management,
- helpdesk,
- contract management.

In the context of the solutions used so far, where a separate WEBCON BPS installation was created for external users in a DMZ integrated with the internal instance of the system, the use of the Application Hub generates significant savings. This is due to the fact that it physically functions within an existing WEBCON BPS installation. Therefore, it eliminates the costs associated with a separate server (hardware and licenses) and the need to integrate external and internal processes.

## **A new level of AI in WEBCON BPS**

Artificial Intelligence has been functioning in WEBCON BPS for years. For example as part of OCR AI, anomaly recognition or providing users with suggestions. However, with the intensive development of Large Language Models (LLM) and generative AI, new opportunities for the use of these technologies in business processes are opening up. In the development of AI functionality at WEBCON BPS, we focus on implementing strictly practical solutions based on proven technologies.

The 2025 R2 version will see the debut of a number of new functionalities that will be of great value to each user group: analysts and business process owners, implementers and end users. We believe that they will immediately bring tangible business benefits. At the same time, we want them to be one of the many milestones in the use of AI in WEBCON BPS. We are convinced that the combination of complete and up-to-date data powered by proven process applications will truly unlock the potential of AI.

To demonstrate the value of AI in real-world business scenarios, we'll outline how these features can improve the contract workflow in the following sections.

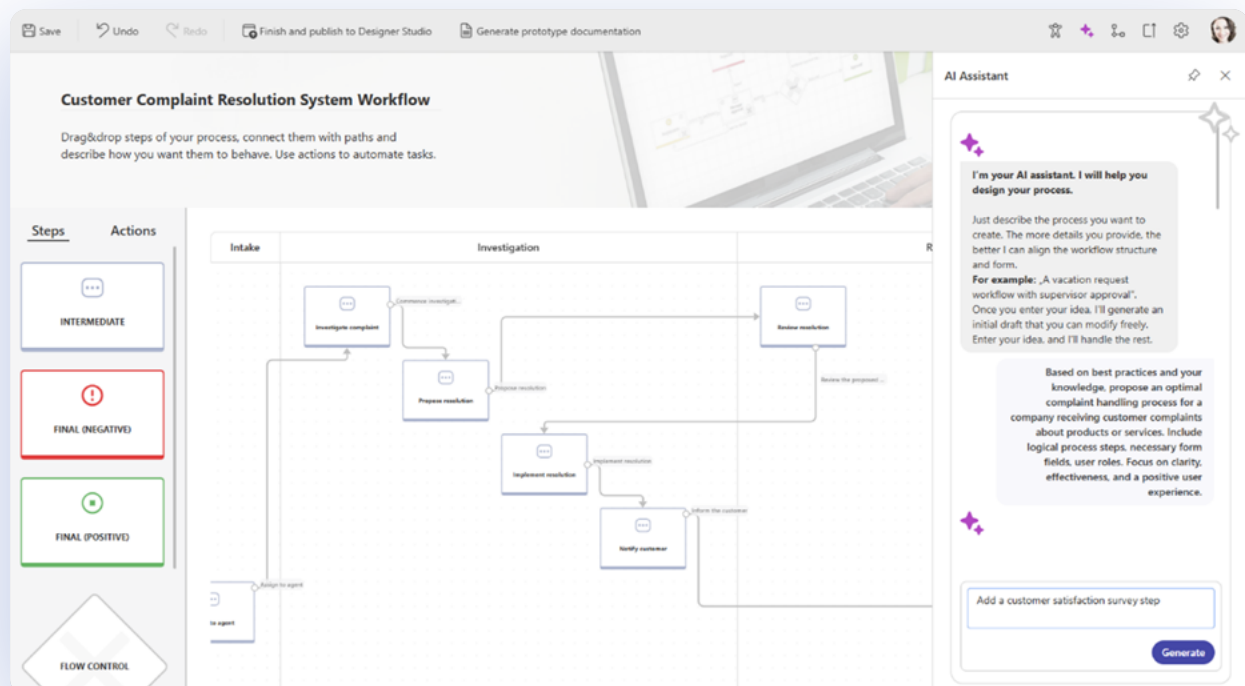
## AI Process Builder – generating application prototypes with the help of AI

We have enriched the Designer Desk with AI Process Builder – a tool that transforms verbally expressed business requirements into an application prototype containing phases, workflow steps, transition paths and form fields.

### How can a WEBCON BPS user create a prototype of a contract-enabled application with the support of AI?

They simply need to specify their requirements in words using a prompt. In this scenario, the AI will use its collective catalog of knowledge and propose a process scheme tailored to the given parameters. When formulating prompts, it is worth including information relevant to the process, i.e.:

- a) industry,
- b) the size of the company,
- c) people/departments involved in the process,
- d) the number of acceptance levels.



Importantly, AI Process Builder can also work on already existing application prototypes, supporting the iterative improvement of a concept once developed.

The use of AI Process Builder increases the efficiency of teams responsible for creating new applications, significantly speeding up the design process compared to the time needed to prepare manual prototypes. However, its greatest strength lies in its ability to creatively suggest to the user what their target application might look like. In this context, it can be treated as the equivalent of application templates, which contain a set of market standards and good practices.

If the business does not have detailed requirements for the application, AI Process Builder is also an invaluable helper providing a quick start and a solid starting point for further work.

## Voice memo transcription

In the current version, the system allows you to create a transcription attached to the voice memo workflow. The transcription result can be saved as a text value on the form or as a file in TXT, DOCX, PDF, PDF/A, and JSON formats.

The voice memo transcription functionality uses an external AI model and is available for 40 languages. Transcription of voice memos is available as an action in the attachment menu.

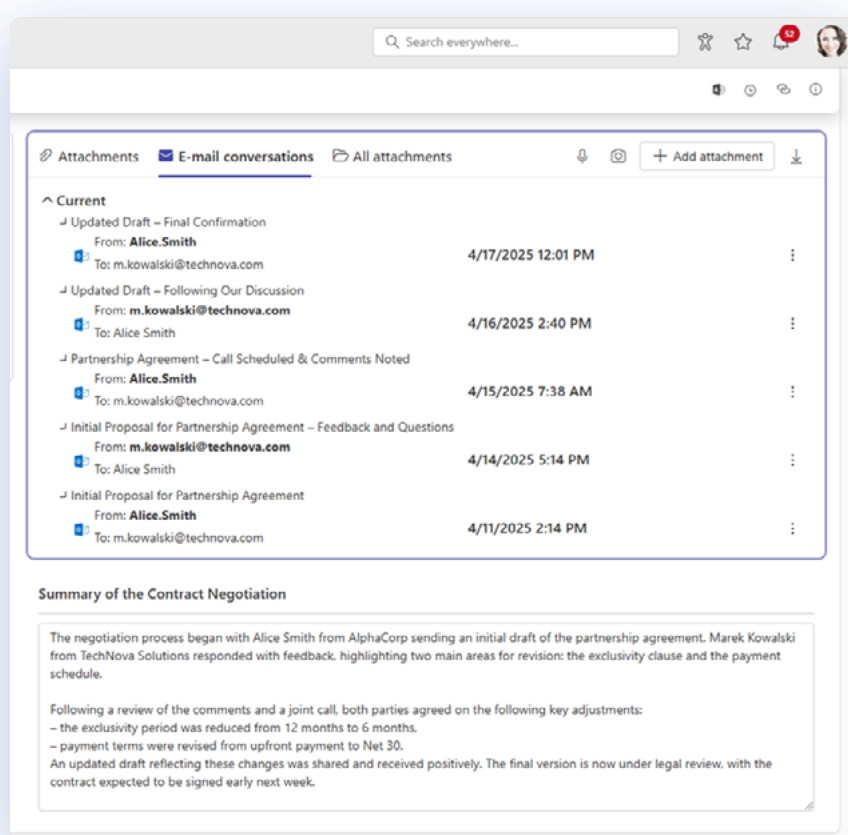
### How to use the voice memo transcription in the contracts process?

During contract negotiations with the contractor, we create a voice memo documenting the course of the conversation and all topics discussed. Thanks to transcription, we can capture the conversation in text form and use it for further activities related to the contract.

## Creating summaries

In version 2025 R2, the system supports the creation of summaries for text values on the form (e.g., description of a service request), attachments, and email conversations. As a result, users are able to familiarize themselves with key aspects of the information contained in the system in a short time.

Creating summaries is available as a business rule, which allows it to be used in a sequence of multiple related automations.



### Creating summaries in the contract process:

Based on the previously created voice memo, the AI creates a summary that includes all key topics and findings. This makes further processing of the contract much easier – also for people who have not been actively involved in the conversation before (e.g., for external lawyers reviewing the contract).

## Sentiment analysis

Another functionality that improves users' work with text is sentiment analysis. Analysis can be performed for text fields and attachments, and its result is a value in a defined range (by default from -1 to 1). Based on the result of the analysis, the user receives information about whether the text has a POSITIVE, NEUTRAL or NEGATIVE sentiment and can take appropriate action.

Sentiment analysis is available as a business rule, which allows it to be used in a sequence of many related automations (example: if a negative sentiment of a ticket is identified, it can be escalated to a selected group of people).

Complaints Management

Search everywhere...

Edit

Return

New

Refresh

Start

Implementation

End

Basic data

Registration date

4/18/2025

Registering person

Alice Smith

Complaint data

Product

X200 Pro

Product code

XXR200PRO

Category

Physical Damage

Report description

On April 4, 2025, I received a shipment containing the ordered product – model X200 Pro. Unfortunately, upon unpacking, I noticed that the device's casing is cracked at the bottom and the touchscreen is unresponsive. The damage appears to have occurred during transport, even though the outer packaging showed no significant signs of impact.

Customer Sentiment

Negative

Customer data

First and last name

Daniel Wilson

Email address

dwilson@gmail.com

Phone number

456334566

Address

2457 Maplewood Drive Springfield, IL 62704

Attachments

Image 4/18/2025 3:11:38 PM.png

Modified 4/18/2025 3:11 PM by Alice Smith, version 1

Invoice.pdf

Modified 4/18/2025 3:12 PM by Alice Smith, version 1



### Sentiment analysis in the contract process:

The previously created voice memo is analyzed by AI in terms of sentiment level. On this basis, people involved in the process of working on the contract can quickly assess the client's attitude to the proposed provisions.

On the basis of successively attached voice notes, we can also track the sentiment changing over time and take this factor into account in subsequent conversations. It is also possible to take into account sentiment analysis when evaluating contract templates and working on their provisions to eliminate those elements that cause the most negative emotions.

## Open interaction with AI

In the new release, the system also enables less structured querying of the LLM model as part of the processes carried out. To make this possible, we have introduced the AI PROMPT business rule, which is applied to form and attachment values. Its configuration combines a user command and a system command. The latter can be used, for example, to determine the maximum length, level, nature or formatting of the response.

The AI PROMPT rule results in a text value that is written to the form.

The screenshot displays the 'Customer service' interface. On the left, a sidebar contains navigation icons. The main area is divided into three sections:

- Residential Address:** A form with fields for Street (Wielicka), City (Kraków), Postal / Zip code (30-540), Country (Poland), Registry date (12/12/2024), and Account manager (Alice Smith X).
- Attachments:** A list of attachments including 'Agreement.docx', 'GDPR\_Agreement.pdf', and 'GENERAL\_TERMS.pdf', each with a modification date and user.
- Risks related to the contract:** A text area containing a detailed analysis of legal, financial, and operational risks, followed by a list of main risks.

At the bottom, there is a section for 'Available paths' with buttons for 'Allocate commission' and 'Analyze risks'.

### AI PROMPT in the contract process:

Based on the previously created transcription of the voice memo, AI defines all tasks for both parties. This creates a clear list of activities that must be performed in the process of working on the contract, which clearly indicates the direction of further action.

## Automatic AI translations

Due to the fact that WEBCON BPS is often subject to roll-outs to foreign companies, we have introduced the functionality of adding automatic translations of applications using AI, which will make it easier to adapt solutions to local requirements.

**The AI translation functionality is available in one of three available modes:**

- translation of the entire application (m.in. names of form fields, steps, paths, reports, etc.),
- translation of a single configuration element (e.g., the name of a field on a form),
- creating an Excel file with translations for human verification.

The translation functionality is based on an external model and supports 40 languages.

# Dashboards and forms

## Greater customization of dashboards and forms

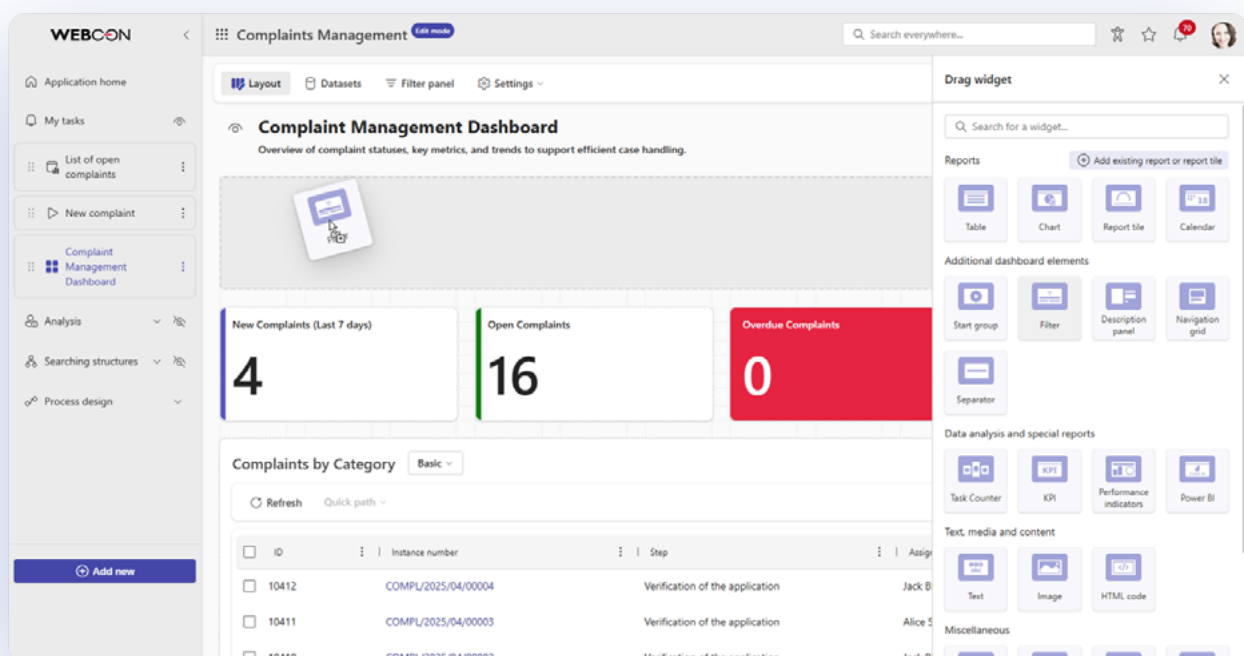
In the WEBCON BPS release cycle, we consistently introduce more possibilities within the configuration of the user interface layer. In the 2025 R2 release, we introduce a new dashboard design system and provide user-friendly controls for displaying reports on forms.

### Designing dashboards in the form of a grid

Listening to the feedback expressed via the [community.webcon.com](https://community.webcon.com) website and other channels, we are introducing a new dashboard design system, giving more creative freedom and responding more efficiently to user expectations.

In the 2025 R2 version, the basis of dashboard design is a responsive grid, on which you can place widgets (e.g., reports, workflow starts, etc.) that automatically adjust to the top edge of the grid, leaving no empty spaces. In addition, in the grid area, it is possible to manually adjust the size of widgets by defining their width (for all widgets) or height (for selected widgets).

In portrait orientation, the grid has no limit on the size of the dashboard, while horizontally it consists of 12 columns. At the same time, the system itself makes sure that all displayed elements fit on one screen, without the need to move the view.



For greater clarity, we have also introduced a new widget – Separator – used to visually divide the dashboard sections.

The dashboard design method present in the 2025 R2 version replaces the one used so far and becomes the final solution.

## Form field: Report

In the form design area, we add a new field type: Report. It allows you to embed an interactive report (tabular, graphical, or calendar) based on the BPS data source on your form. Within the Report, you can filter, sort, search the data, change the view, export the report, and preview items.

You can also set up an additional filter to narrow down report data based on the values of other form fields, which greatly increases the ability to dynamically analyze data directly in the context of the form.

Importantly, the Report field is configured in almost exactly the same way as the reports placed on dashboards.

## REST API Simplified **REST API** calls for common scenarios

In version 2025 R2, we are lowering the technological threshold for the configuration of typical scenarios involving REST API calls in WEBCON BPS.

The new User Defined API functionality allows you to easily create your own API endpoints ready for further integration, without the need for programming. The created API allows external systems to take advantage of one of three modes of operation:

- launching the indicated automation,
- retrieving and filtering values from any data source,
- retrieving values from the selected workflow element.

The configuration allows you to define the endpoint URL, set the authentication method (OAuth2 – API application or Cookie – BPS user) and specify access and permissions to the application, which can be further restricted by a business rule.

# Other improvements

## Process design improvements

We have introduced the ability to manually adjust the position of transition paths in the graphic diagram (available in both Designer Studio and Designer Desk) using edit points, which improves the readability of diagrams. This feature increases control over the visual representation of processes, allowing you to create clearer and more aesthetically pleasing diagrams.

In addition, data about phases and workflow actors is now available as the “Workflow phase” system column in reports and as the “Workflow phase” and “Workflow actor” system variables in the rules editor (business, form). This makes it possible to create more advanced reports and rules that use information about the current status of the process.

## Manage global automations

We’ve added a mechanism to export global automation configurations to a .bpa file and import in another environment. The Import wizard helps you map connections, which makes it easy to move automation between environments, such as from test to production.

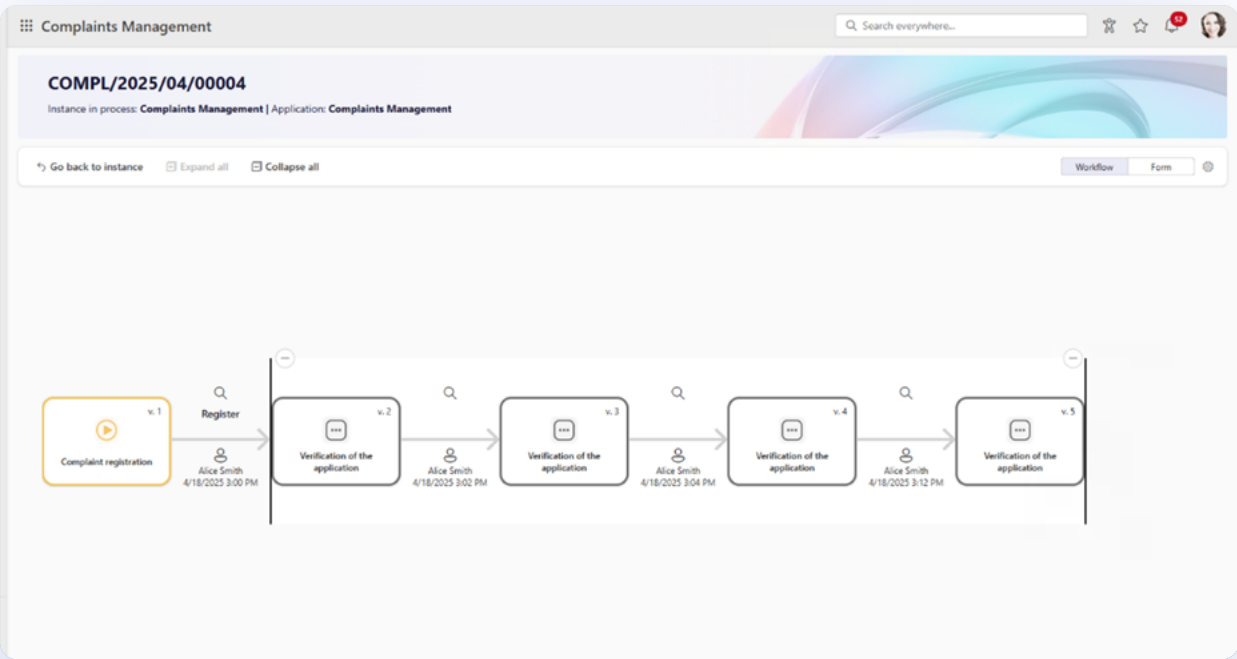
The export mechanism has protection for configuration item dependencies, and it also automatically deletes sensitive data, which increases the security of the process. This functionality is particularly useful in installations with many environments (e.g. development, test, production), where consistency of the automations used between them is required.

## Access-restricted elements history

One of the key advantages of WEBCON BPS is the detailed recording of all changes made to process elements, which ensures easy and comprehensive auditability of individual versions of documents and records.

In the 2025 R2 release, we are introducing a mechanism to control access to the history of items, allowing you to configure permissions more precisely. Depending on the needs and security requirements of the organization, the system can provide:

- full access to the entire history,
- limited access to a basic view showing changes within the versions edited by the current user.



Simplified history view (as of version 2025 R2 default view)

The full view of history displays a detailed table of complaint data across five versions. The table is organized into sections: Basic data and Complaint data.

Version	v. 1	v. 2	v. 3	v. 4	v. 5
Version author	Alice Smith	Alice Smith	Alice Smith	Alice Smith	Alice Smith
Form type	Complaint	Complaint	Complaint	Complaint	Complaint
Signature	COMPL/2025/04/00004	COMPL/2025/04/00004	COMPL/2025/04/00004	COMPL/2025/04/00004	COMPL/2025/04/00004
Business entity	WEBCON	WEBCON	WEBCON	WEBCON	WEBCON
<b>Basic data</b>					
Registration date				4/18/2025	4/18/2025
Registering person				Alice Smith	Alice Smith
<b>Complaint data</b>					
Product			X200 Pro	X200 Pro	X200 Pro
Product code			XXR200PRO	XXR200PRO	XXR200PRO
Category			Physical Damage	Physical Damage	Physical Damage
Report description	On April 4, 2025, I received a shipment containing the ordered product – model X200 Pro. Unfortunately, upon unpacking, I noticed that the device's casing is cracked at the bottom and the touchscreen is unresponsive. The damage appears to have occurred during transport, even though the outer	On April 4, 2025, I received a shipment containing the ordered product – model X200 Pro. Unfortunately, upon unpacking, I noticed that the device's casing is cracked at the bottom and the touchscreen is unresponsive. The damage appears to have occurred during transport, even though the outer	On April 4, 2025, I received a shipment containing the ordered product – model X200 Pro. Unfortunately, upon unpacking, I noticed that the device's casing is cracked at the bottom and the touchscreen is unresponsive. The damage appears to have occurred during transport, even though the outer	On April 4, 2025, I received a shipment containing the ordered product – model X200 Pro. Unfortunately, upon unpacking, I noticed that the device's casing is cracked at the bottom and the touchscreen is unresponsive. The damage appears to have occurred during transport, even though the outer	On April 4, 2025, I received a shipment containing the ordered product – model X200 Pro. Unfortunately, upon unpacking, I noticed that the device's casing is cracked at the bottom and the touchscreen is unresponsive. The damage appears to have occurred during transport, even though the outer

Full view of history

This functionality is especially important in processes involving confidential data, where precise management of access to historical information is required.



## Authorize access to report columns

We have extended the functionality of data protection with the ability to authorize the visibility of columns in tabular reports. Columns that require authorization are covered by default and uncovered after successful user verification. Once you have discovered the elements, you can filter and group them.

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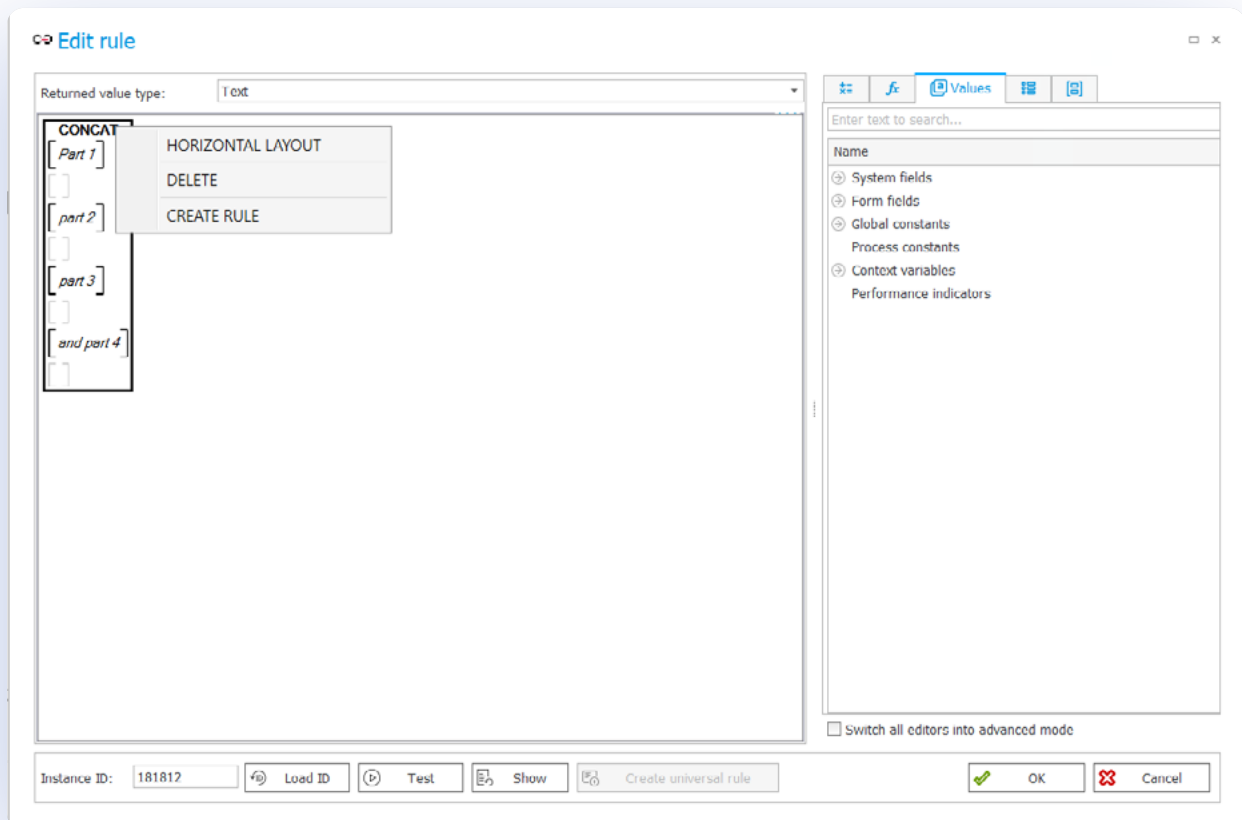
This function significantly increases the level of data security in the system, especially in the context of reports containing sensitive information that should be available only to authorized users.

## Global role: Auditor

We're making a change to the global permissions of the "Auditor" type by adding read access to all workflow elements. The auditor has read-only access to all applications, reports, dashboards and data, without the possibility of starting processes. This role is particularly useful for those responsible for controlling and auditing processes in the organization.

## Vertical and horizontal business rules

In the Rules Editor, placeholders have been added to the CONCAT and IS IN functions for easier editing. We have also introduced the ability to change the orientation of the expression (vertical/horizontal), which improves the ergonomics of working with more complex rules.



## Platform usage **statistics**

In version 2025 R2, we have added a function that allows automatic saving of statistical data regarding platform usage (e.g., the number of processes in use or the number of timers executed). This information is used for analytical purposes and does not contain any business or personal data, ensuring full protection of the organization's privacy and security.

The data collection functionality is enabled by default and can be managed in the system configuration (except for Freemium licenses). The data is periodically sent to WEBCON for analysis in terms of further development of the platform. Collecting usage statistics allows us to better understand which features are most frequently used by users – this knowledge translates into better design decisions in the future.