

Fine-Tuning the CWP AI Assistant

Ask questions about your processes in plain language and get answers built from your CWP data, with links to the right forms and only the results you are allowed to see.



We have improved the AI Assistant in the **Chronos Workflow Platform (CWP)**. Users ask questions about their processes in plain language and get answers built from their CWP data. For quick questions, the assistant can partly replace the CWP report generator.

- **Built into CWP.** The assistant used to run as a separate program. It now runs inside the CWP framework, so users never leave the system.
- **Rebuilt on .NET 8.** Embedding did not work in the earlier version. We rewrote the assistant on .NET 8, and embedding now works.
- **Filter by process type.** CWP runs many different processes in one environment. Users can now choose which process type a question is about, so the assistant does not have to guess it from the wording.
- **Direct links to forms.** Each answer shows the title of the related task, with a link that opens its form.
- **Newer AI model.** We replaced Gemini 2.5 Pro with Gemini 3.5 Flash, both here and in the AI assistant for reports.

1 · Search That Respects Permissions

The assistant does not just search an index. Its search is permission-aware: before it shows a result, it checks whether the user asking is allowed to see that item in CWP. It follows the same access rules as the rest of the system, so no one sees data they could not open themselves.

2 · Assistant or Report Generator?

Every AI query has a usage cost. The CWP report generator has no extra cost, so it remains the first choice for regular, repeated reports. The assistant is best for ad hoc questions, when you need an answer quickly and do not have a report for it yet.

CONTINUED

Why It Matters

AI answers inside the system your teams already use.

Users get answers without leaving CWP and without waiting for a new report. Each answer points straight to the related task and its form, and the assistant never shows an item that the user could not open in CWP. Choosing the process type up front keeps answers focused, even when one CWP environment runs many different processes.

What Was Delivered

- The AI Assistant moved from a separate program into the CWP framework.
- A rewrite on .NET 8 that fixed embedding.
- A process-type filter for questions.
- Task titles and form links in every answer.
- Permission-aware search.
- A model switch from Gemini 2.5 Pro to Gemini 3.5 Flash, also in the AI assistant for reports.

Why AI Features Need Regular Care

AI models change fast. We have been switching models every two to three months, so AI features need regular updates and cannot simply be left alone. The core of CWP works differently: some customers still run CWP installations we set up about 10 years ago. After on-site implementation, a support contract with us is optional, and there is no mandatory annual follow-up.

GOOD TO KNOW

The AI Assistant uses a third-party AI model, so each query has a usage cost. For regular reports, the built-in CWP report generator is available at no extra cost.

See the CWP AI Assistant working with your own processes.

EMAIL

CWP@chronosystems.com

WEBSITE

www.chronosworkflow.com

Request a Demo →