

A network diagram in the top left corner consisting of various sized circles (nodes) connected by solid and dashed lines, representing a complex web of relationships.

# Ungehobene Schätze nutzen

Dokumente automatisiert im Kontext des Produktwissens bereitstellen

Tekom Frühjahrstagung, April 2023  
Karsten Schrempp





## Karsten Schrempp

Gründer & Geschäftsführer

Über 25 Jahre Erfahrung mit der Entwicklung und Umsetzung von maßgeschneiderten Lösungen für die technische Kommunikation. Gründung von PANTOPIX im Jahr 2012.

# Über PANTOPIX

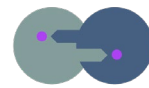


Turning information into value - unabhängige Beratung für intelligente Lösungen.



## Beratung

- Informations-, System- und Prozessanalysen
- Datenmodellierung
- Serviceprozesse



## Umsetzung

- Wissensgraphen
- CCMS, CDP, PIM etc.
- XML, DITA, iRDS
- Integration und Migration



## Betrieb

- Cloud-basierter Service
- Infrastruktur

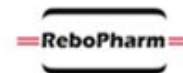


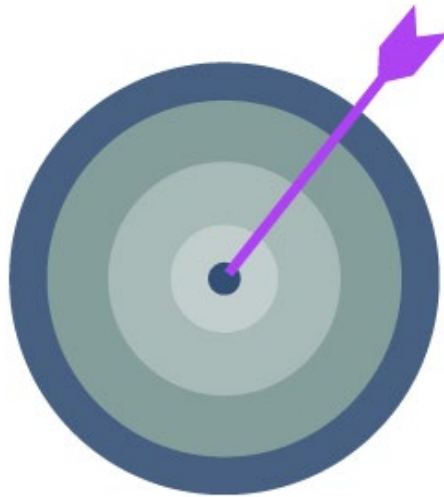
VOITH



SARTORIUS

Honeywell





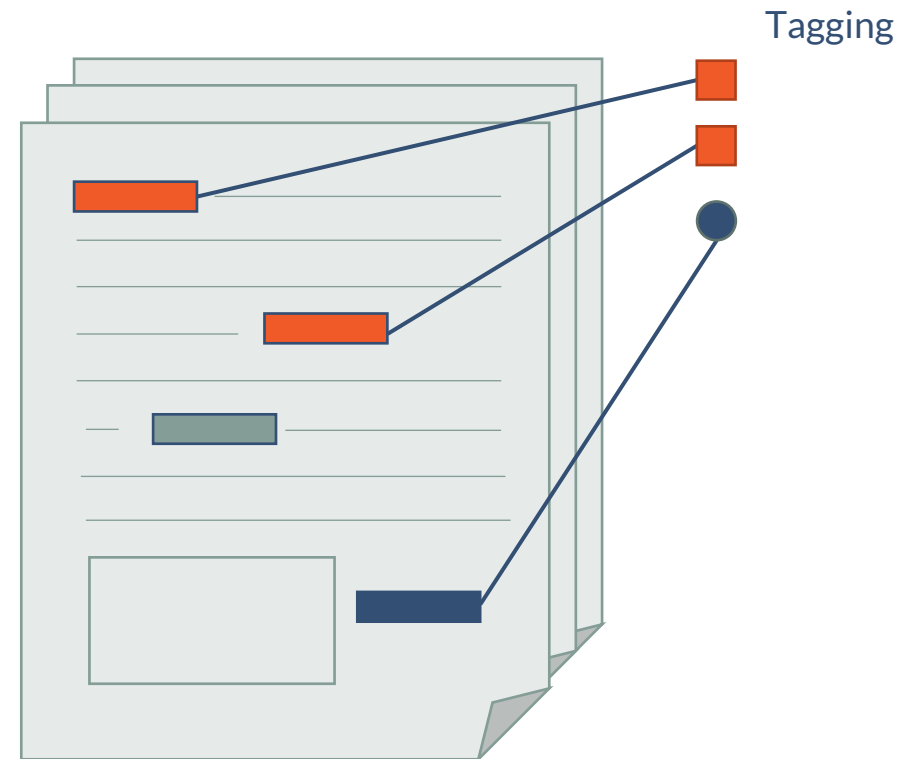
- Für Ihre Kunden oder Ihren Service benötigen Sie eine flexible und erweiterbare Möglichkeit, um Informationen bereitzustellen:
  - Content Delivery Portal (CDP)
  - Recommendation Systems
- Neben strukturierten Inhalten haben Sie eine Vielzahl von Altdokumenten.
- Auch diese Dokumente sollen bereitgestellt werden.
- Wir zeigen Ihnen, wie das geht!

Keine Metadaten verfügbar





















# Metadata finden

Dokument

Annotation



# Beispiel 1

Term	Relevance	CTS	MIS	Frequency			
<a href="#">Documents</a>	57.57	69.5	0	29	<input checked="" type="checkbox"/>		
<a href="#">Folie</a>	43.58	13.9	0	22	<input checked="" type="checkbox"/>		
<a href="#">PANTOPIX</a>	43.58	13.9	0	22	<input checked="" type="checkbox"/>		
<a href="#">Automated</a>	26.85	8.688	0	21	<input checked="" type="checkbox"/>		
<a href="#">Product</a>	21.97	34.75	0	26	<input checked="" type="checkbox"/>		
<a href="#">Delivery</a>	14.37	23.167	0	23	<input checked="" type="checkbox"/>		
<a href="#">Taxonomy</a>	9.02	4.633	0	6	<input checked="" type="checkbox"/>		
<a href="#">Extension</a>	9.02	4.633	0	6	<input checked="" type="checkbox"/>		
<a href="#">Build-up</a>	9.02	4.633	0	6	<input checked="" type="checkbox"/>		
<a href="#">Thesaurus</a>	9.02	4.633	0	6	<input checked="" type="checkbox"/>		

1 2 3 4 5 6 7 8 9 10 Next Last

# Beispiel 2

Thesaurus  
Corpora  
Candidate Concepts  
Blacklist

Extracted terms Select All Deselect All Add Candidate Concepts Add to Blacklist Export Documents

Term	Relevance	CTS	MIS	Frequency				
<a href="#">EX</a>	1338.89	347.75	0	46				
<a href="#">Cable</a>	1228.43	695.5	0	70				
<a href="#">stage</a>	316.96	231.833	0	41				
<a href="#">detector</a>	288.71	139.1	0	37				
<a href="#">O-ring</a>	198.12	173.875	0	39				
<a href="#">valve</a>	157.62	86.938	0	24				
<a href="#">kit</a>	153.11	115.917	0	31				
<a href="#">USB</a>	122.56	40.912	0	19				
<a href="#">assy</a>	83.91	51.519	0	21				
<a href="#">airlock</a>	80.66	66.238	0	23				

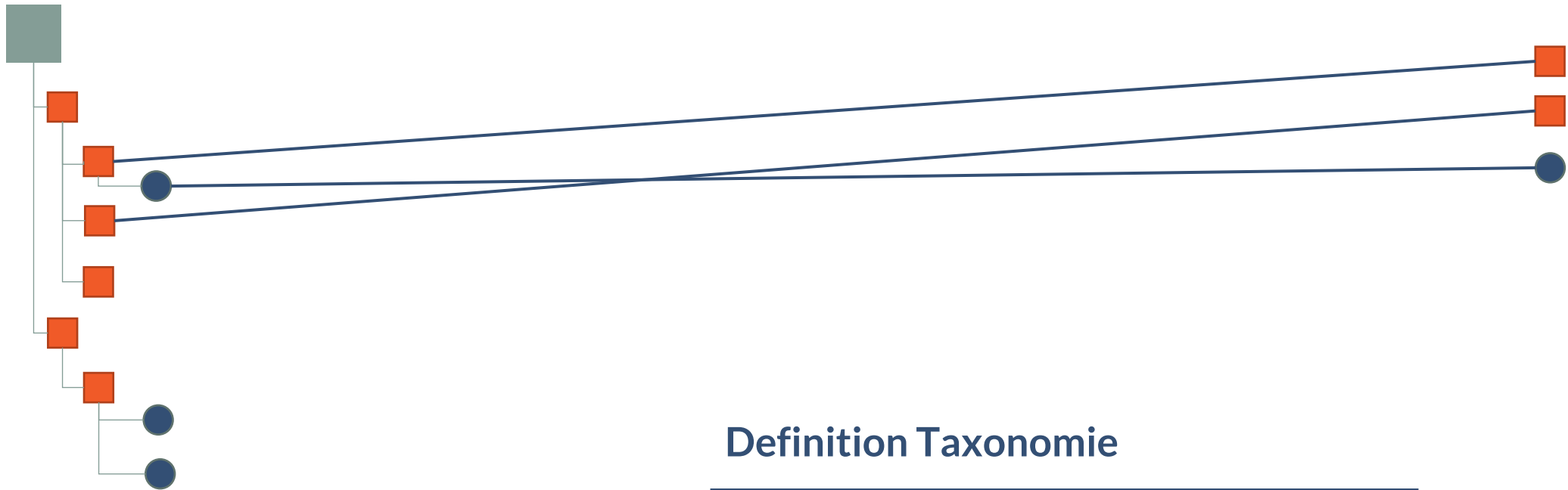
1 2 3 4 5 6 7 8 9 10 Next Last



# Aufbau einer Taxonomie

Taxonomie

Annotation



## Definition Taxonomie

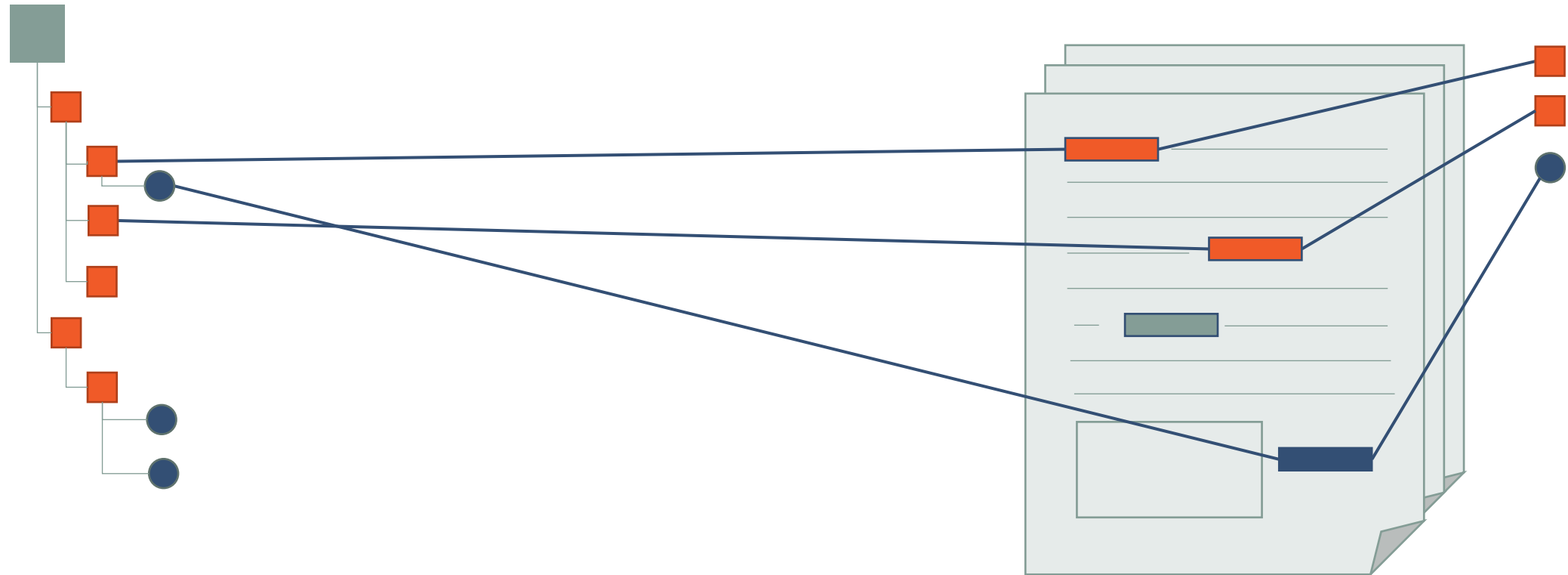
(Meist hierarchisches) Schema zur Klassifizierung von Objekten nach bestimmten Kriterien.

# Taxonomie zur Klassifizierung nutzen

Taxonomie

Dokument

Annotation

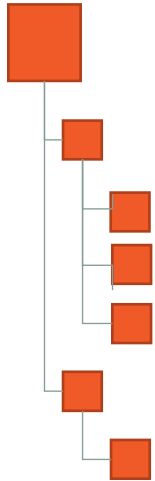


# Erweiterung: Thesaurus

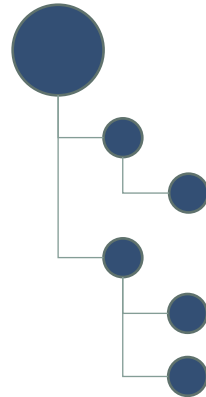
# Aufbau eines Thesaurus

## Thesaurus

Produkt Portfolio



Komponenten Hierarchie

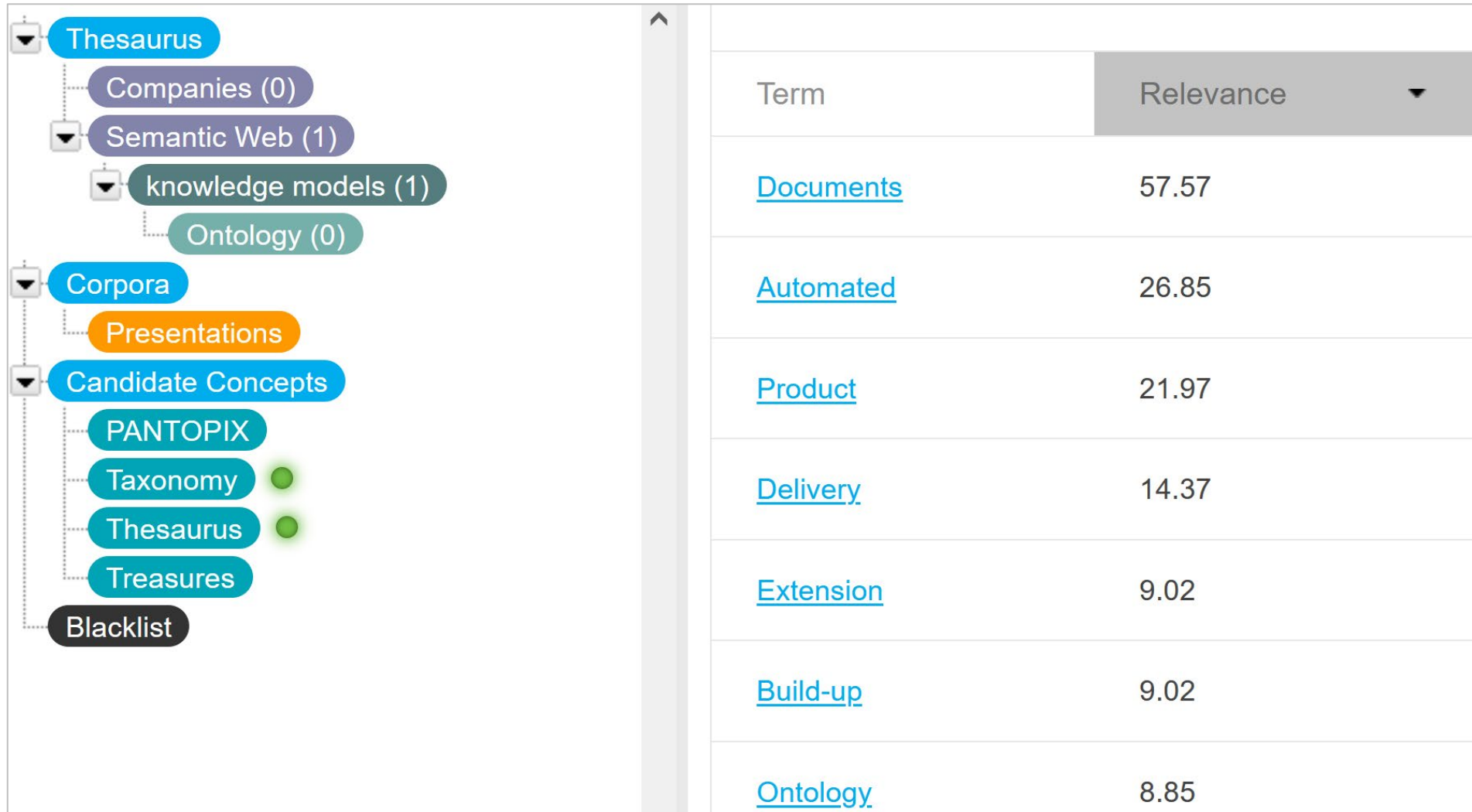


## Definition Thesaurus

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Kontrolliertes Vokabular für Begriffe, die in hierarchischen Beziehungen zueinander stehen.

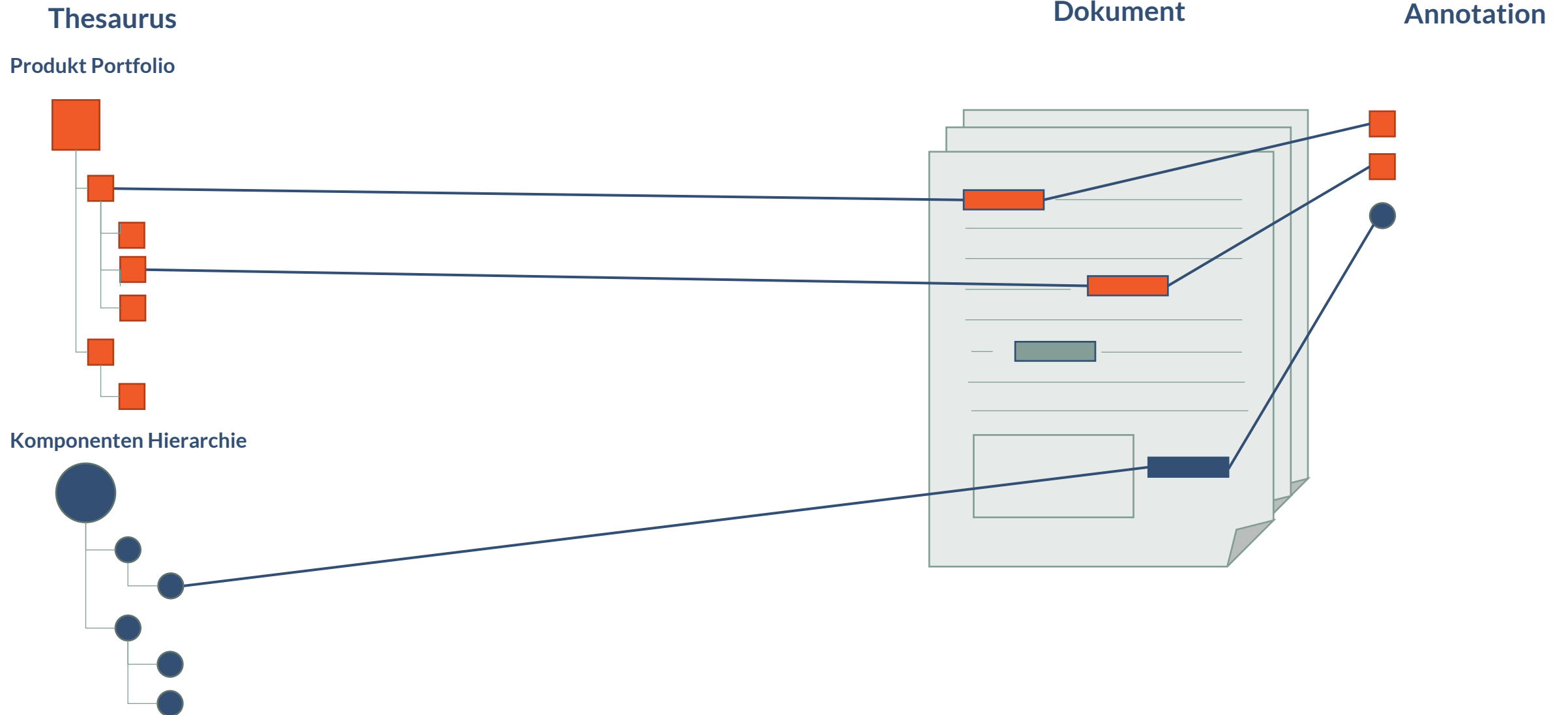
# Beispiel



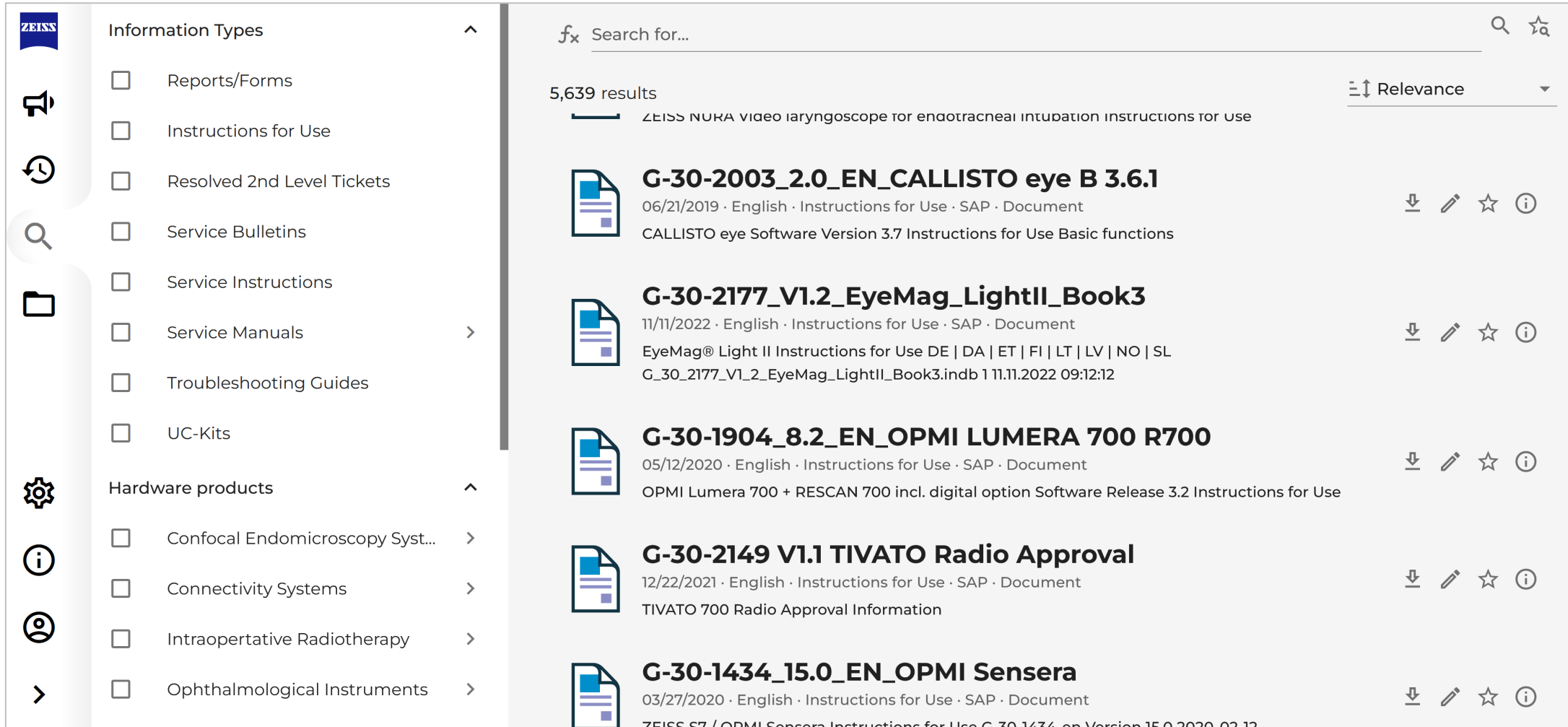
The screenshot displays the PANTOPIX interface. On the left, a hierarchical tree structure is shown with nodes for 'Thesaurus', 'Semantic Web', 'Corpora', and 'Candidate Concepts'. The 'Candidate Concepts' node is expanded, showing sub-nodes like 'PANTOPIX', 'Taxonomy', 'Thesaurus', 'Treasures', and 'Blacklist'. On the right, a table lists terms and their relevance scores.

Term	Relevance
<a href="#">Documents</a>	57.57
<a href="#">Automated</a>	26.85
<a href="#">Product</a>	21.97
<a href="#">Delivery</a>	14.37
<a href="#">Extension</a>	9.02
<a href="#">Build-up</a>	9.02
<a href="#">Ontology</a>	8.85

# Thesaurus zur Klassifizierung nutzen



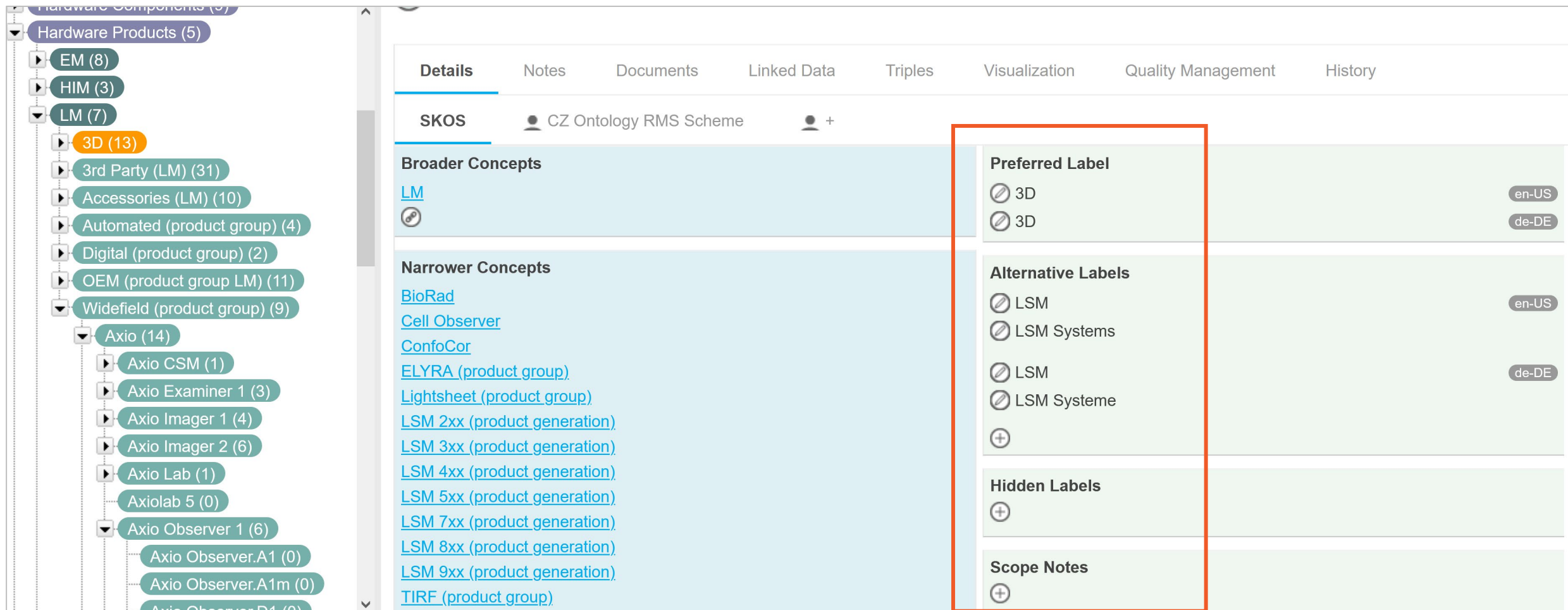
# Facetten in einem Portal



The screenshot displays the Zeiss PANTOPIX portal interface. On the left is a sidebar with the Zeiss logo and navigation icons. The sidebar is divided into two main sections: 'Information Types' and 'Hardware products'. Under 'Information Types', there are checkboxes for Reports/Forms, Instructions for Use, Resolved 2nd Level Tickets, Service Bulletins, Service Instructions, Service Manuals, Troubleshooting Guides, and UC-Kits. Under 'Hardware products', there are checkboxes for Confocal Endomicroscopy Syst..., Connectivity Systems, Intraoperative Radiotherapy, and Ophthalmological Instruments. The main content area features a search bar with the text 'f\_x Search for...'. Below the search bar, it shows '5,639 results' and a 'Relevance' dropdown menu. The search results are listed as follows:

- ZEISS NURA video laryngoscope for endotracheal intubation instructions for Use**
- G-30-2003\_2.0\_EN\_CALLISTO eye B 3.6.1**  
06/21/2019 · English · Instructions for Use · SAP · Document  
CALLISTO eye Software Version 3.7 Instructions for Use Basic functions
- G-30-2177\_V1.2\_EyeMag\_LightII\_Book3**  
11/11/2022 · English · Instructions for Use · SAP · Document  
EyeMag® Light II Instructions for Use DE | DA | ET | FI | LT | LV | NO | SL  
G\_30\_2177\_V1\_2\_EyeMag\_LightII\_Book3.indb 1 11.11.2022 09:12:12
- G-30-1904\_8.2\_EN\_OPMI LUMERA 700 R700**  
05/12/2020 · English · Instructions for Use · SAP · Document  
OPMI Lumera 700 + RESCAN 700 incl. digital option Software Release 3.2 Instructions for Use
- G-30-2149 V1.1 TIVATO Radio Approval**  
12/22/2021 · English · Instructions for Use · SAP · Document  
TIVATO 700 Radio Approval Information
- G-30-1434\_15.0\_EN\_OPMI Sensera**  
03/27/2020 · English · Instructions for Use · SAP · Document  
ZEISS S7 / OPMI Sensera Instructions for Use G-30-1434-en-Version 15.0 2020-03-12

# SKOS / Terminologie



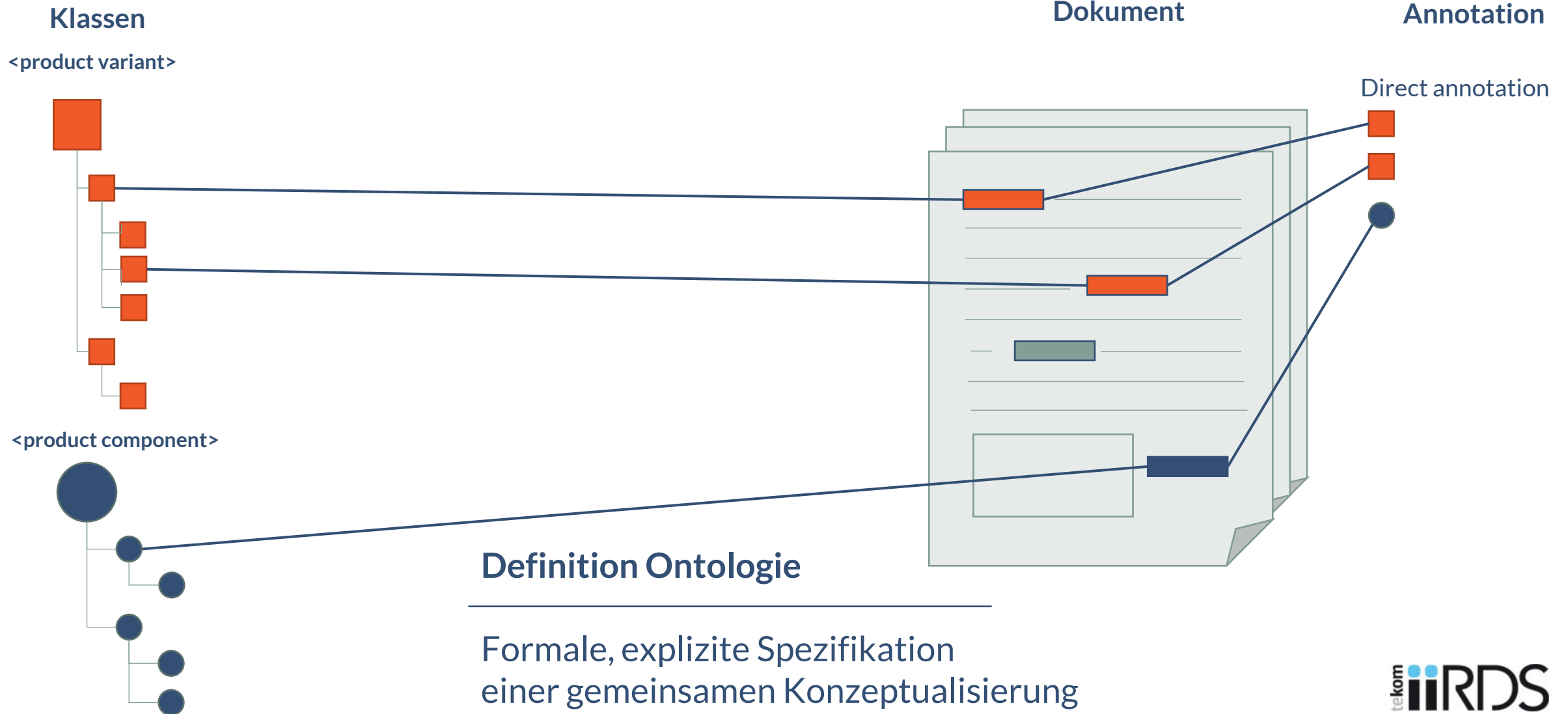
The screenshot displays a SKOS interface. On the left is a hierarchical tree view of 'Hardware Products' with categories like EM, HIM, LM, 3D, 3rd Party, Accessories, Automated, Digital, OEM, and Widefield. The '3D' category is highlighted in orange. The main panel on the right shows the 'Details' view for the 'SKOS' concept 'LM' within the 'CZ Ontology RMS Scheme'. The details panel is highlighted with a red box and contains the following sections:

- Broader Concepts:** [LM](#)
- Narrower Concepts:** [BioRad](#), [Cell Observer](#), [ConfoCor](#), [ELYRA \(product group\)](#), [Lightsheet \(product group\)](#), [LSM 2xx \(product generation\)](#), [LSM 3xx \(product generation\)](#), [LSM 4xx \(product generation\)](#), [LSM 5xx \(product generation\)](#), [LSM 7xx \(product generation\)](#), [LSM 8xx \(product generation\)](#), [LSM 9xx \(product generation\)](#), [TIRF \(product group\)](#)
- Preferred Label:** 3D (en-US), 3D (de-DE)
- Alternative Labels:** LSM (en-US), LSM Systems (en-US), LSM (de-DE), LSM Systeme (de-DE)
- Hidden Labels:** (+)
- Scope Notes:** (+)



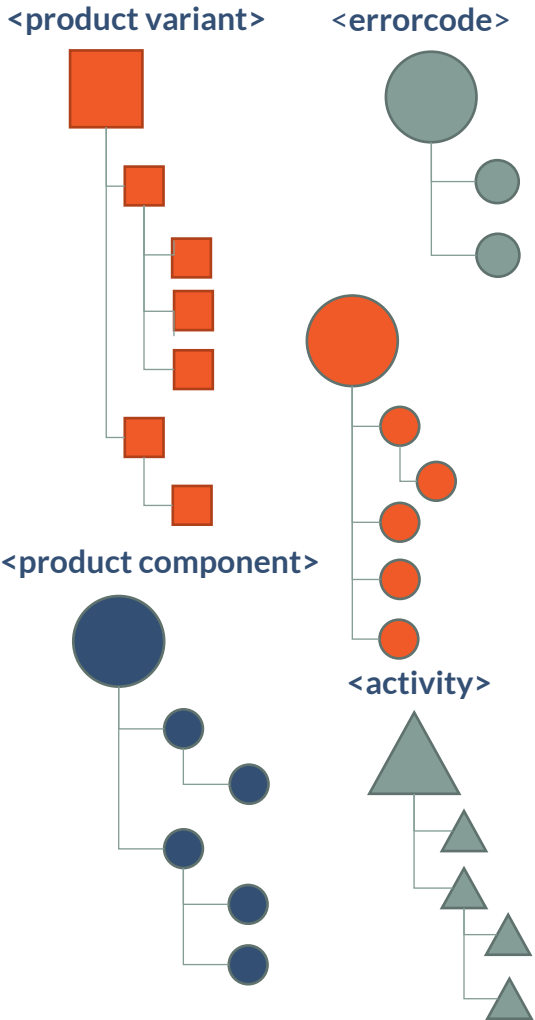
# Erweiterung: Ontologie

# Ontologie zur Klassifizierung nutzen

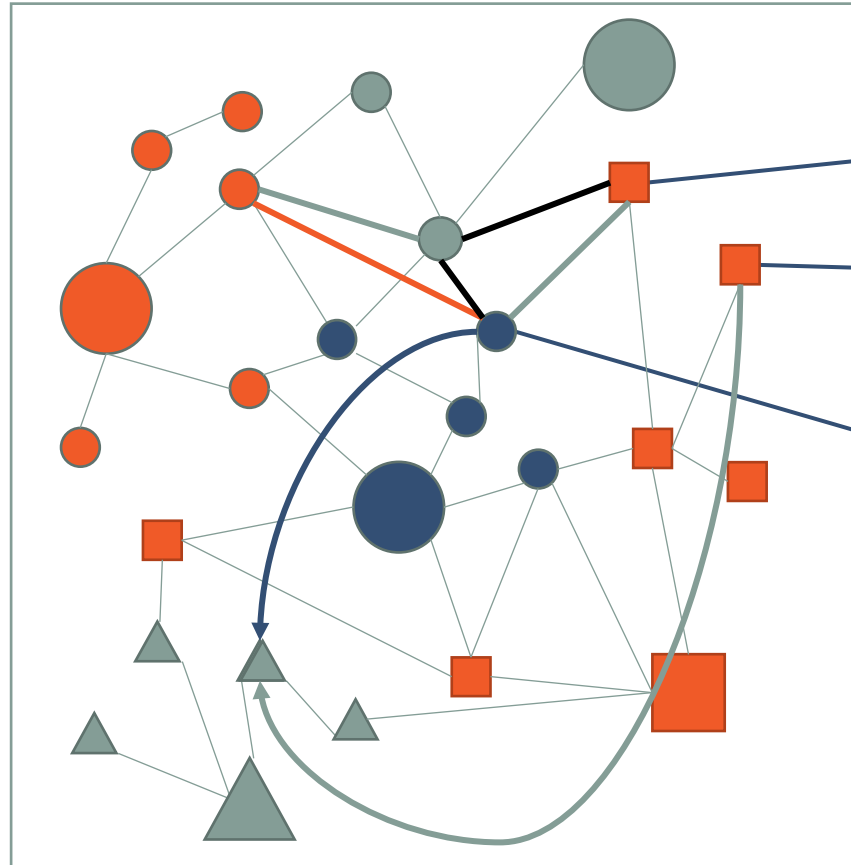


# Wissensgraph zur Klassifizierung nutzen

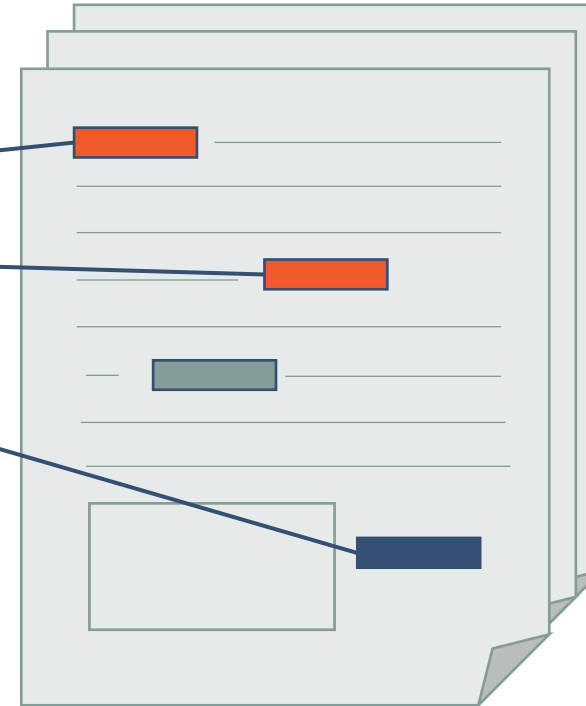
## Ontologie



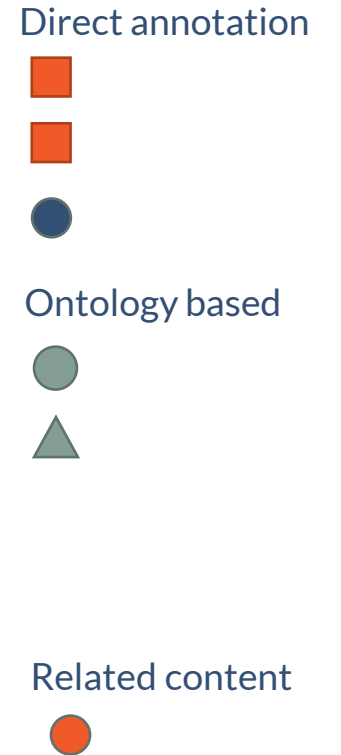
## Wissensgraph



## Dokument

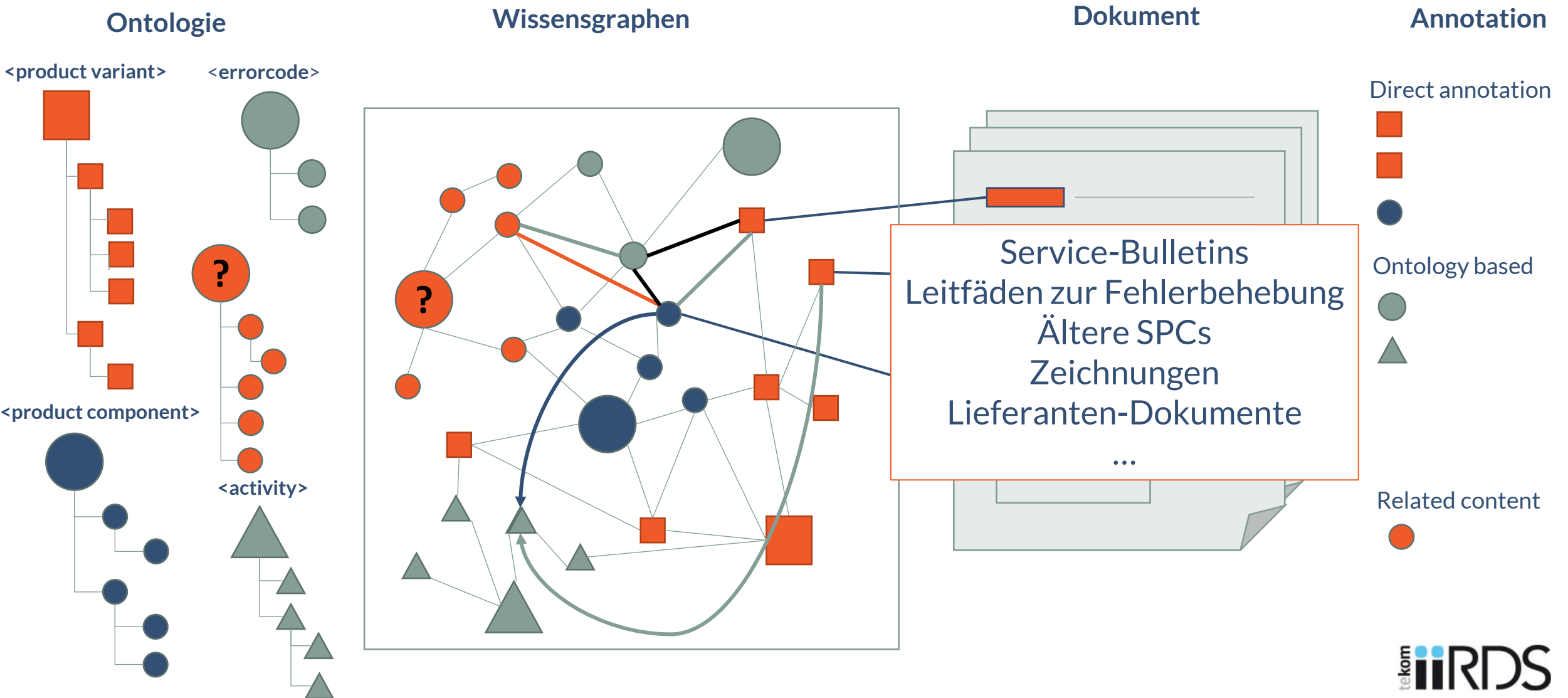


## Annotation



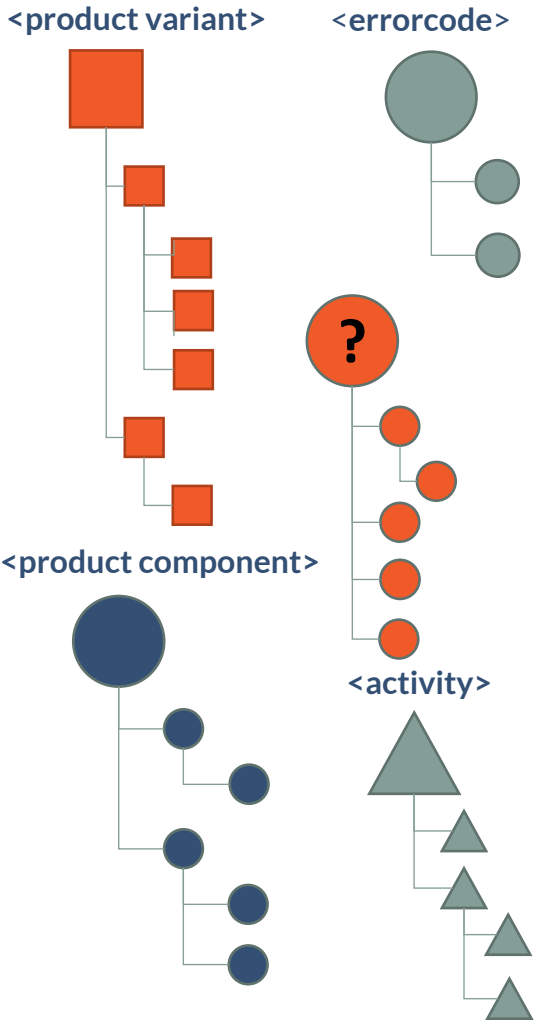
Welchen Nutzen  
können wir daraus  
ziehen?

# Service Recommendation Systems

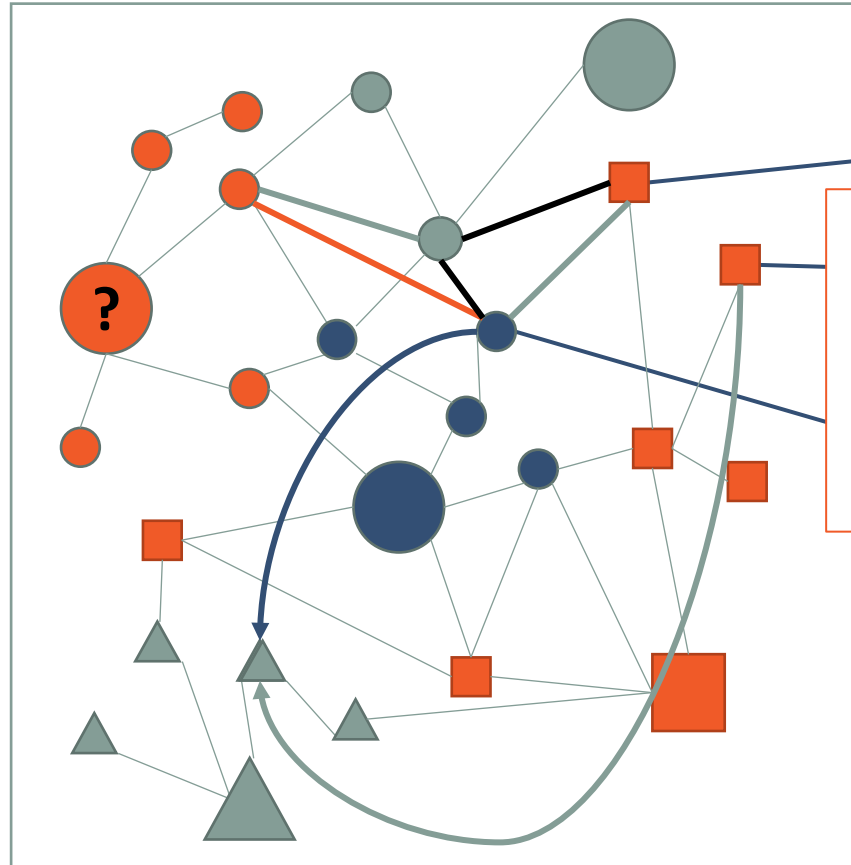


# Sales Apps

## Ontologie



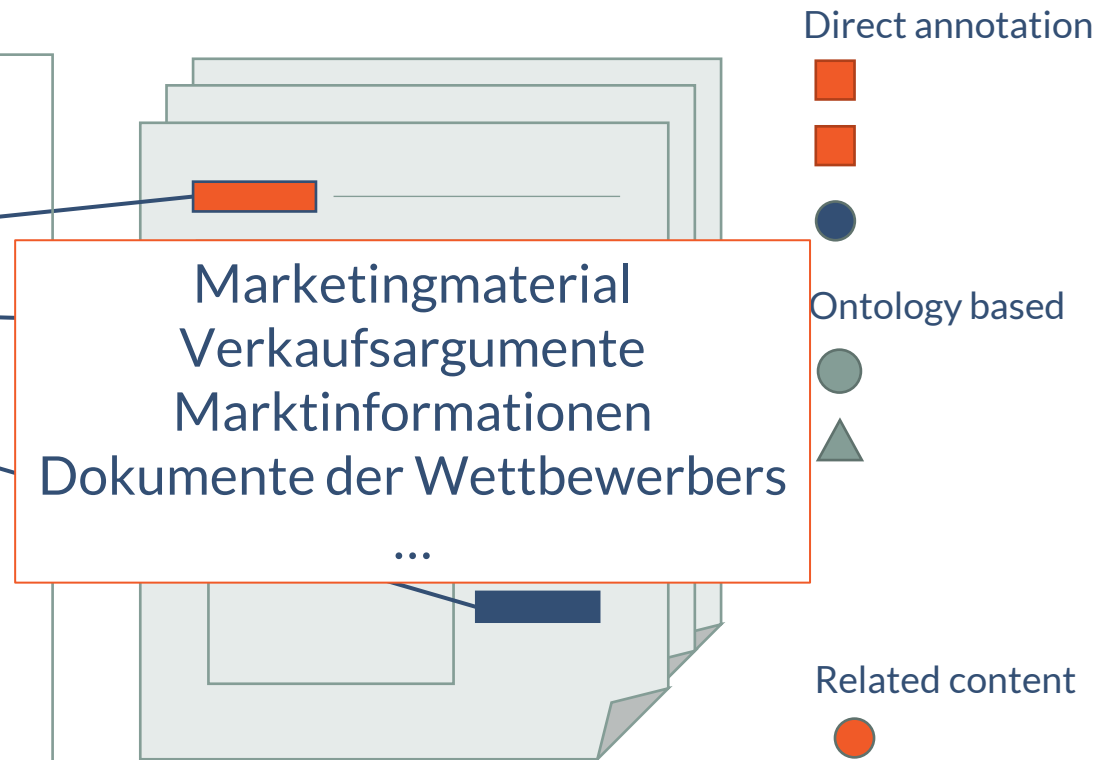
## Wissensgraphen



## Dokument



## Annotation



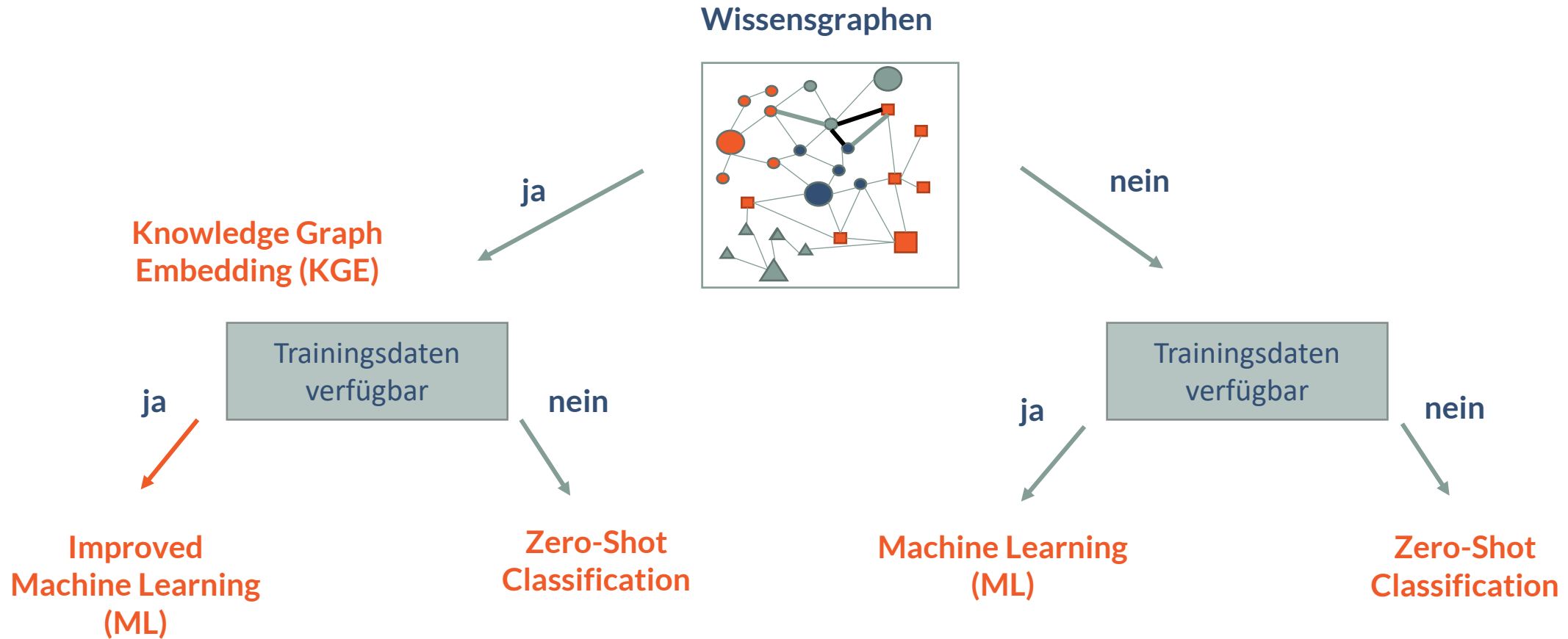
# Mission erfüllt!



# Erweiterung: Einsatz von KI



# Wissensgraphen und KI nutzen





## Karsten Schrempp

Gründer & Geschäftsführer

karsten.schrempp@pantopix.com

+49 (0) 7520 956 28 03

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Vielen Dank für Ihr Feedback!

