



Digitalna transformacija poslovnih procesa
uz AI i inteligentne dokumente

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UVOD

Osnovna svijest o AI

1. AI ne razmišlja – prepoznaje obrasce
2. AI ne zna, već zaključuje na temelju podataka
3. AI ne preuzima odgovornost – alat je, a ne donositelj odluka
4. AI pomaže u optimizaciji procesa

UVOD

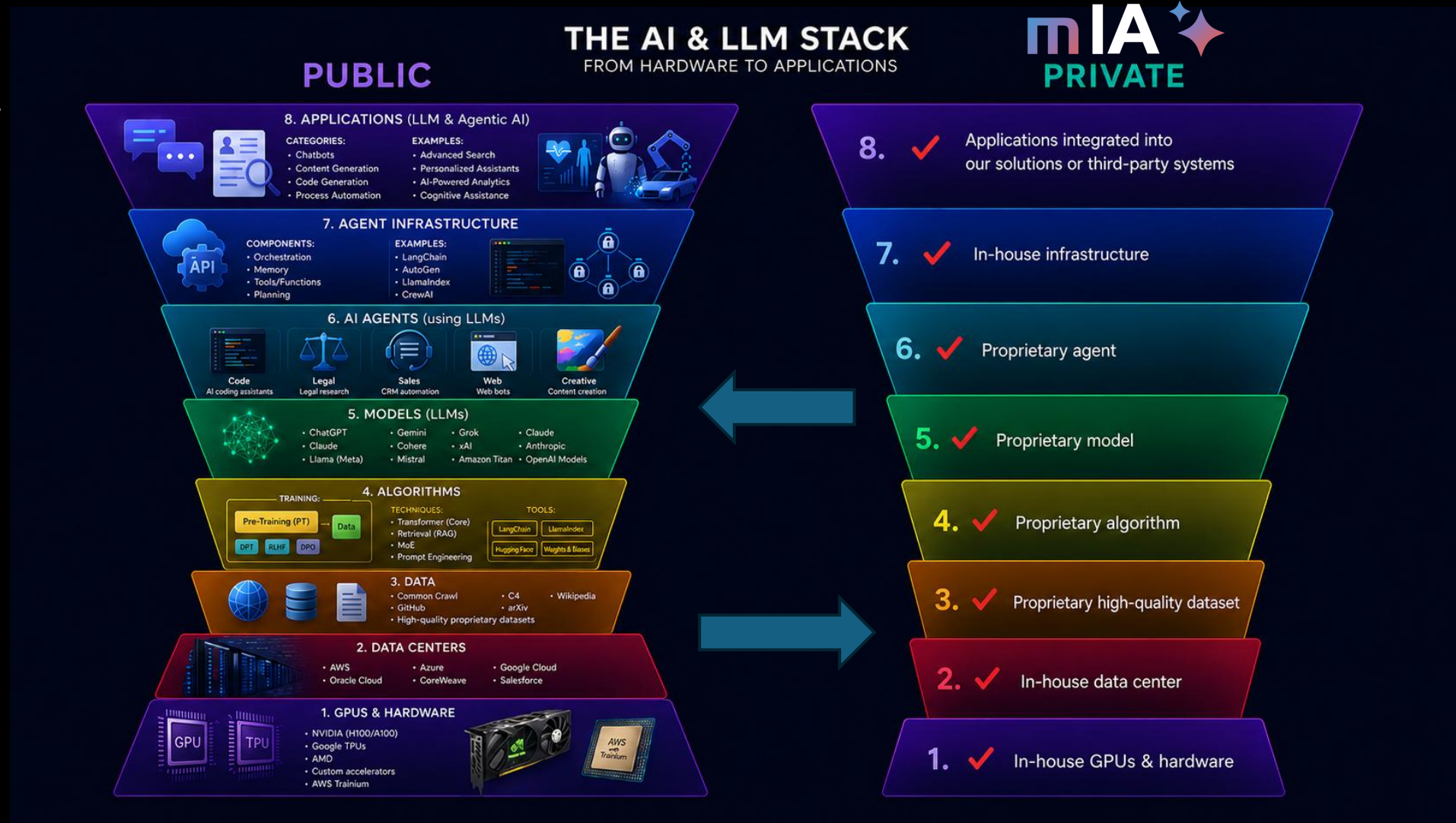
Koji alat odabrati s obzirom na razinu povjerljivosti podataka?

Data Type	Allowed Tools	Recommended Approach	Risk
 PUBLIC ↓ Can be used in the cloud	• Copilot • ChatGPT • Claude (Anthropic) • Gemini	• annual reports • public analyses and news • regulatory guidelines • general business data	Low
 CONFIDENTIAL ↓ NOT for public tools	Local AI / on-prem 	• customer data • internal analyses • meeting notes • internal reports	High (if cloud is used)

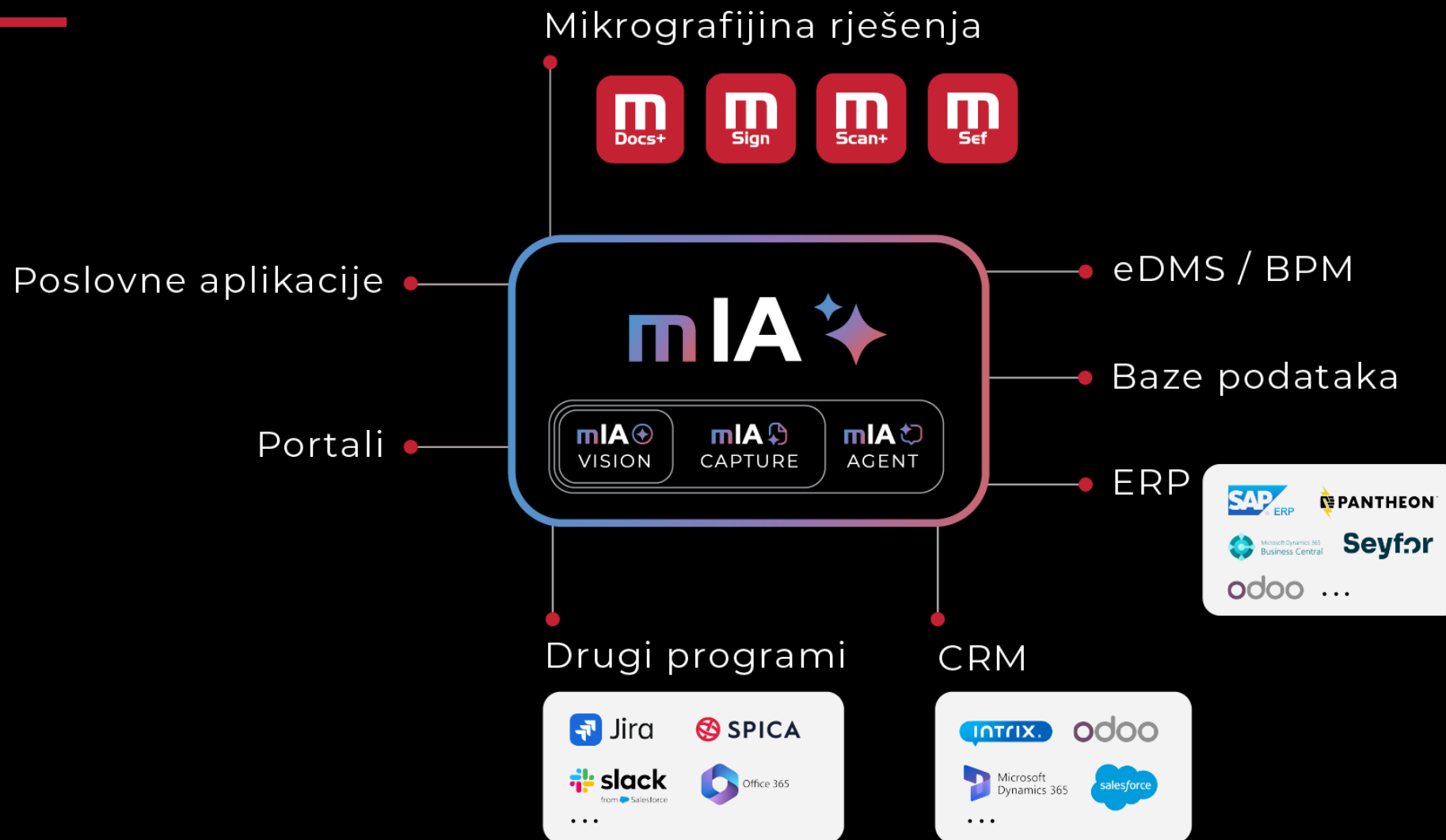
The biggest mistake companies make is sending confidential data to public AI tools.

UVOD

Koji su gradivni elementi AI?



INTEGRACIJE



mIA Agent

AI agent za automatizaciju poslovnih procesa

- Inteligentni agent povezuje sve mIA proizvode
- Autonomno izvršavanje složenih zadataka
- Komunikacija prirodnim jezikom
- MCP (Model Context Protocol) integracije s drugim sustavima (Plug&Play)

mIA Agent

mA miaAgent

D DEMO

Admin

Settings

EN SL

M Matjaž Zagorc
Click to logout

MCP Plugins Tenant Settings Users

MCP Plugins

Manage Model Context Protocol plugins available to the agent

Confluence

Enabled

Auth required

Transport: http http://172.16.0.84:55

Jira

Enabled

Auth required

Transport: http http://172.16.0.84:44

mDocs

Enabled

Auth required

Transport: http http://host.docker.in

mScan

Enabled

Transport: http http://10.22.11.235:8

+ Add Plugin

✓

⌵

✎

🗑

✓

⌵

✎

🗑

✓

⌵

✎

🗑

✓

⌵

✎

🗑

Edit Plugin

Name *

mDocs

Description

Plugin description — helps the AI select the right tools

System Prompt (optional)

Additional instructions injected into the agent's system prompt when this plugin is active. Use this to guide the agent's behavior with this plugin's tools.

Transport

http

Command *

http://host.docker.internal:8087/mcp/

Arguments (comma-separated)

e.g. -y, @modelcontextprotocol/server-github

Environment variables (KEY=value, one per line)

X-Base-URL=https://demo.mdocs-plus.si

Cancel

Save changes

miaAgent

mA miaAgent

DEMO

Filter conversations...

New conversation

New conversation

mDocs+

New conversation

Admin

Settings

EN SL

M Matjaž Zagorc

jira: koliko ur je bilo porabljenih letos na projektu APOLLO. daj mi HTML poročilo

Ker je podatkov 116 zadetkov in gre za veliko količino podatkov, bom uporabil Python skript za zbiranje vseh worklogov in generiranje HTML poročila. Odlično! Skupaj **769h 45m**. Zdaj generiramo HTML poročilo. HTML poročilo je pripravljeno. Tukaj je povzetek:

APOLLO — Porabljene ure 2026 (1.1. – 8.4.2026)

Skupaj: 769h 45m | 18 članov | 116 nalog |

Član ekipe	Ure
Matjaž Zagorc	259h 30m
David Toporič	138h
Tom Reuž	101h 25m
Jože Riga	67h 30m
Alen Toporič	39h 15m
David Toporič	32h
David Reuž	31h
David Toporič	25h 45m
David Reuž	24h
Jože Riga	14h 15m
David Riga	10h
Matjaž Zagorc	8h 20m
David Riga	7h
David Riga	7h
David	~4h

[apollo-ure-2026-04-08.html](#)

Poročilo vsebuje:

- KPI kartice (skupaj ur, člani, naloge, vnosi)
- Tortni grafikon po članih
- Mesečni trend (stolpčni grafikon)
- Horizontalni grafikon primerjave
- Top 20 nalog po urah
- Razpisni seznam vseh vnosov po članih (klikni za razpis)

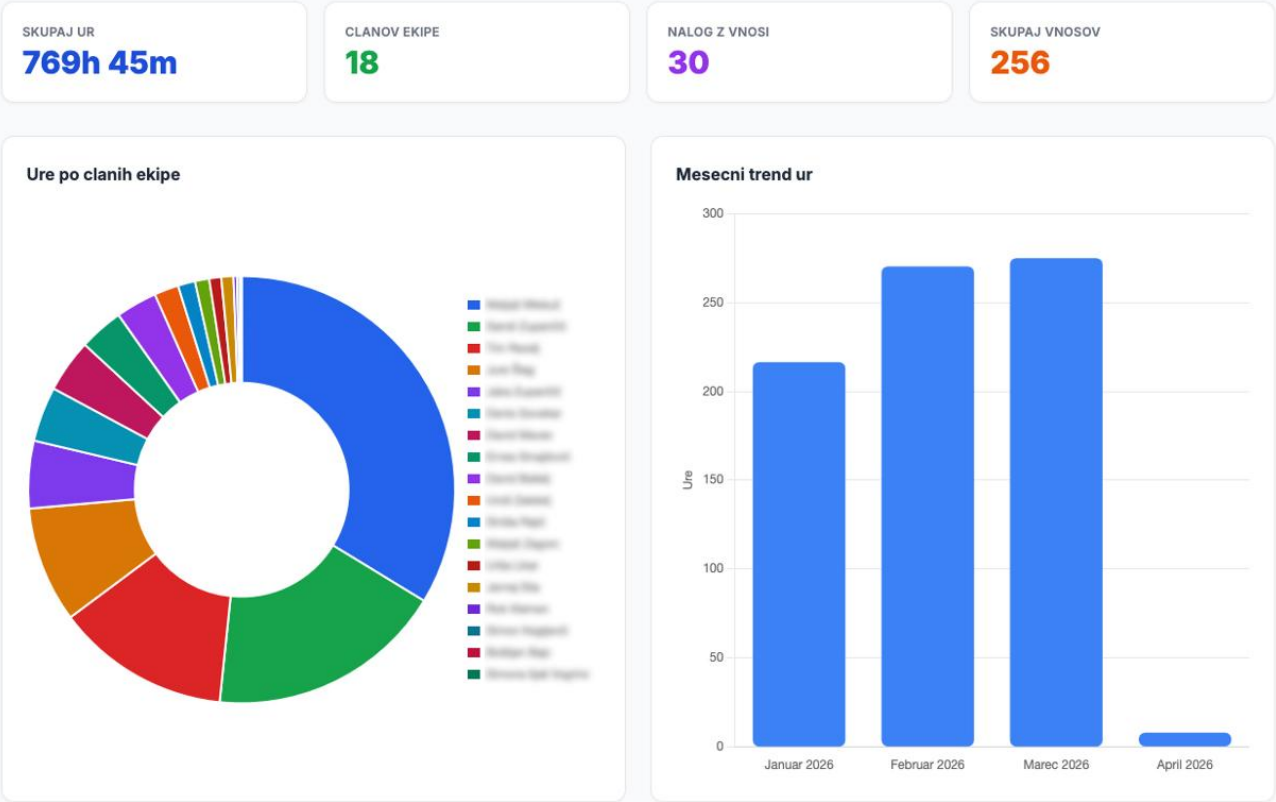
Send a message...

SEK

APOLLO

| Porocilo porabljenih ur

Obdobje: 1. januar 2026 – 8. april 2026
 | Generirano: 08.04.2026



THE PROBLEM: IT service desks are broken after 5 PM.

Your employees can't log in.

Your phone rings.

No one answers.



No After-Hours Coverage

Tickets pile up overnight. Employees are blocked. On-call is expensive.



50-70% Repetitive Tickets

50-70% Repetitive Tickets



Incomplete Ticket Data

Employees submit vague tickets. IT wastes time chasing context.



Self-Service Portals Fail

Only 14% of issues are resolved in self-service. Users call anyway.

The solution

VOICE AI FOR JSM

An AI telephone agent on your existing IT number — native to Jira Service Management.



EXISTING PHONE NUMBER

Deploys on the IT number your team already uses.
Zero change management.



24/7 AFTER-HOURS

Always answers. Evenings, weekends, holidays. No on-call required.



NATIVE JSM INTEGRATION

Deploys on the IT number your team already uses.
Zero change management.



TRANSCRIPT + AI SUMMARY

Every call documented. Attached to the Jira ticket.
Complete audit trail.



CONFLUENCE KNOWLEDGE BASE

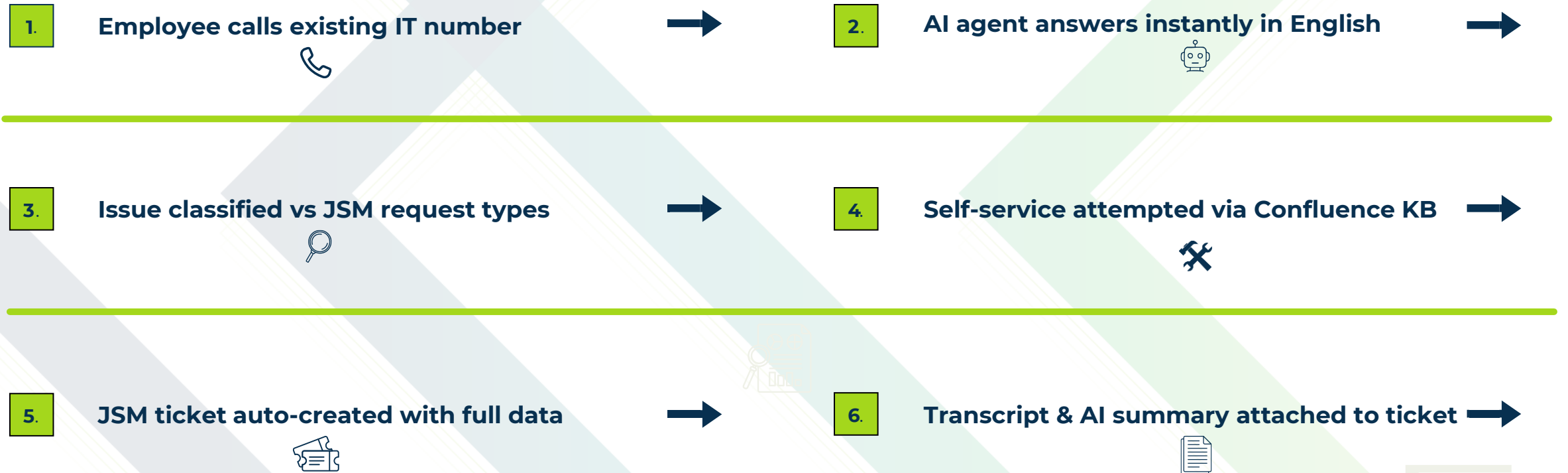
Your approved articles power the answers. No hallucinations. No parallel content.



MULTILINGUAL

English default. Language packs for SL, HR, SR, SQ, MK and more.

HOW IT WORKS: From first ring to structured Jira ticket



The caller receives an email confirmation that ticket has been created, and further communication is done via email (if not setup differently in current process).

O NAMA

Usklađenost

- ISO 9001, 14001, 27001 i 27018
- Certificirana rješenja / certificirane usluge
- Obitelji prijateljska tvrtka, Društveno odgovoran poslodavac

Fleksibilnost

- On-premise rješenje / cloud / hibrid
- Povezivost sa sustavima trećih strana
- Sve na jednom mjestu
- Korištenje vlastitih podataka i javnih podataka (LLM-ova)

Sigurnost

- Podaci odvojeni na logičkoj razini
- Redovite provjere prema standardima
- Neprekidno djelovanje

Pouzdanost

- Partnerski pristup
- U vlasništvu nema financijskih fondova
- Financijska stabilnost (SB01)
- Iskusni stručnjaci
- Izvrsne reference

Hvala!

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