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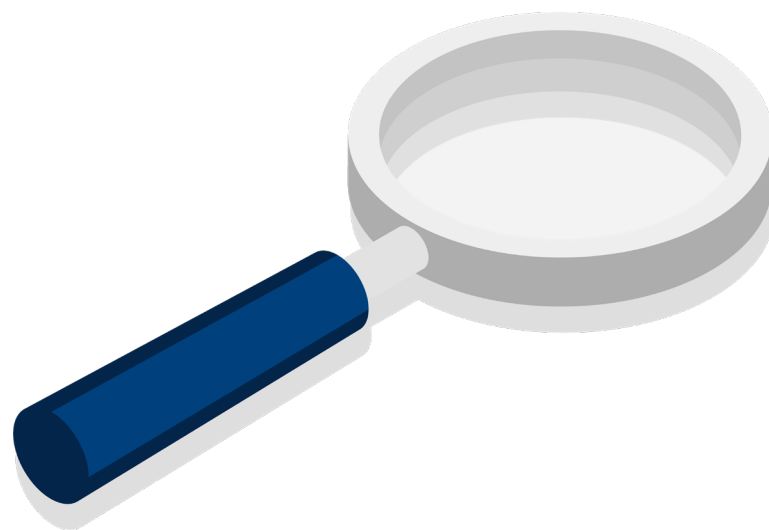


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Artificial Intelligence in Technical Documentation – the Key Dos and Don'ts

Content

Introduction	3	Three don'ts when using artificial intelligence	19
Which tasks can artificial intelligence take care of for you?	5	1. Accept and apply AI results without checking them.....	20
The advantages of using AI in technical writing....	11	2. Approach the topic of AI without having a strategy	21
Three dos when using artificial intelligence	13	3. Have no idea of the costs.....	22
1. Create an open culture for AI in your company....	14	Conclusion	19
2. Be diligent in protecting your data.....	16	Contact	25
3. Be ready to delve deeper into the topic of AI	18		



Introduction

Artificial Intelligence in Technical Documentation – the Key Dos and Don'ts

When the AI-supported text generator ChatGPT became public and accessible to everyone free of charge in November 2022, this gave artificial intelligence a massive boost – something that is also true in the field of technical **documentation**. Although companies have been using AI-based tools for some time (for example, for machine translations), the possible applications of AI and the opportunities it affords for automation are far more extensive.

Various AI processes are available for making work in technical writing departments more efficient and for resolving specific challenges.



In this white paper, you will discover the tasks that artificial intelligence can take on in technical writing departments, from assisting with preparing texts to automatically assigning metadata. Its use is associated with both opportunities and risks. You will then learn what you need to look out for and what mistakes you should take care to avoid in our “dos and don’ts”.



Eva-Maria Wolf, consultant and project manager at Quanos subsidiary plusmeta, was on hand to provide us with expert advice for this white paper. A graduate in technical writing, she specializes in the application of artificial intelligence in technical communication.

Which tasks can artificial intelligence take care of for you?

Support with text creation and translations

AI-based text generators such as ChatGPT output text based on prompts—in other words an input command. Artificial intelligence can ease the workload of technical writers, who are often involved in creating text as part of their day-to-day role.

Supported by ChatGPT, technical writers can take care of tasks such as creating templates for structuring operating instructions and have texts output for certain actions that are always laid out in the same way, or get tips for improving the readability of their texts. AI can also be used to summarize or reformulate content, for example, when drawing up FAQs. It is not for nothing that the SCHEMA ST4 content management system can be linked to a tool such as ChatGPT.

AI-based tools can also be used to check texts for compliance with certain rules, such as spelling and grammar; just one click and the technical writer receives suggestions for stylistic improvements and rewording. However, trusted and sophisticated software applications that specialize in technical writing have long been available on the market for performing these language checks..

For some years now, machine translation of technical documentation has been gaining in importance and quality, with the use of AI tools that specialize in this task particularly suitable for pre-translations.