



Webinar On



Tedious to Transformative: Turning Repetitive Documentation Work into Time Savings



Speaker

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Tedious versus Transformative



The Tedious Work

Manual rework, error-prone linking, slow content synthesis, and endless style guide checks. This is the daily friction that drains our time and focus.



The Transformative Goal

Measurable efficiency, automated governance, rapid knowledge scaling, and empowered, unblocked teams. This is where we **want** to be.

The Blueprint: Identify Your Target

20

Minutes Per Task

We identified a high-frequency, high-value task: manually converting raw developer tickets into release notes. This single task took **20 minutes of manual labor**, every single time.

The Blueprint: The Solution

The System Instruction

- **Input:** Raw developer ticket.
- **Blueprint:** Enforces standardized tone, required fields, and specific formatting rules.
- **Output:** A consistent, high-quality, formatted draft ready for human review.



We didn't just ask the AI, "make this a release note." We engineered a blueprint—a detailed "system instruction" that acts as the secret sauce.

The Blueprint: The Impact

“This is amazing...a lifesaver.”

— Product Owner Feedback

The ROI: Reclaiming hours per release cycle and empowering stakeholders.

Beyond One Tool: AI as a Data Engine

The Link Converter GPT

This model solves a complex technical challenge. It takes URLs and topic names extracted from our Community site and transforms them into a structured list, formatted perfectly for bulk import into our LCMS's proprietary XML.

This automates a massive manual linking task, turning AI into a data transformation engine.



AI for Quality and Knowledge



AI-Powered Review

The Release Note Reviewer agent validates drafts against our quality checks before a human sees it.



Smart Cross-Referencing

A model that recommends topic cross-links to improve content findability and customer navigation in our Community.



Rapid Knowledge Synthesis

Transformed a dense, hours-long ISO 20022 transcript into a concise Quick Reference Guide for clients in minutes.

Grounding AI in Your Expertise



The Glossary Project

An AI is only as good as its knowledge. Our Glossary project solved a critical gap: AI drafted this foundation by synthesizing all current documentation. This output now powers internal tools (like Grammarly) and ensures domain accuracy for all future AI agents, pending final validation.

From Tedious to Transformative

- **Start Small & Target Tedium:** Find your "20-minute win." Target high-value, repetitive tasks first.
- **Prioritize the Blueprint:** The system instruction is your key. Use it to enforce governance, style, and consistency.
- **Validate & Scale:** Measure the ROI. Use stakeholder feedback to get buy-in and scale your solutions.

Questions ?

What 20-minute task will you automate first?

Thank You!

