



Webinar On



# Beyond Prompts: Documentation in the AI Work Ecosystem



Speaker

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# About me

- Based in Poland PL
  - Former teacher
  - Moved into technical documentation in 2016
  - Now a Documentation Lead
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- Interested in how knowledge moves between people, teams, and systems
  - Passionate about knowledge management and content operations
  - Interested in how AI changes the way knowledge is created and shared

# Overview: AI in the work ecosystem

**Documentation teams have always managed:**

- Content quality
- Ownership
- Accuracy
- Trust

**AI adds additional questions to our work ecosystem:**

- Tracking AI-assisted changes
- Accountability
- AI autonomy
- Knowledge preservation between people

# The workflow is changing

**Started not so long ago**

Prompts → Drafts → Productivity boost with less manual work

**Now, we go into**

Automation → Tool integrations → Invisible AI assistance →  
Productivity boost with more suggested content

# The docs preparation workflow move

## 1. Traditional workflow

Gather knowledge → Write → Review → Publish

## 2. AI-assisted workflow

Gather knowledge → Prompt AI → Rewrite / format / summarize → Review → Publish

## 3. Emerging workflow

AI is no longer only helping the writer, it appears across the whole workflow like a team member

# Where AI enters the workflow

| Team / role         | AI-assisted output                                    |
|---------------------|-------------------------------------------------------|
| Developers          | Changelogs, API references, PR descriptions           |
| Product managers    | Feature summaries, acceptance criteria, release notes |
| Support teams       | Issue summaries, troubleshooting insights             |
| Documentation teams | Drafts, rewrites, structure, reviews                  |

Plus, connected with:

**Company standards · Style guides · GitHub · Jira · Slack · CMS · Docs tools**

# So, what happens now?

- Embedded AI agents produce content based on the information available across connected tools, sources, and workflows.
- Having different access permissions and levels of autonomy, they use and produce content they are allowed to use.

# What that means for documentation

First, the good stuff:

- Faster content creation and updates
- Less manual formatting, restructuring, and repetitive work
- Faster processing of large amounts of information
- Easier transformation of content into different formats
- More support during drafting, reviewing, and maintenance
- Better scalability as products and documentation grow

# What that means for documentation

Now, the challenging stuff:

- More AI-generated content entering the documentation process
- More suggested changes to evaluate and validate
- Harder to understand where information originated
- Risk of missing business, product, or team context
- More effort spent reviewing rather than investigating
- Multiplied content

# The hidden problem: traceability and confidence

## Questions we need to answer

- How do we keep track of AI-assisted changes?
- How do we know content is based on accurate information?
- Where does the content come from?
- What is the origin of the story that led to this output?

## When reviewing AI-assisted content

- What has changed?
- Why was it changed?
- What source supports the proposed change?
- Can we trace the content back to product reality?

# The risk of meaningless content

| Expectations                         | Easy-to-generate documentation |
|--------------------------------------|--------------------------------|
| Clear and focused                    | Long and repetitive            |
| Answers real questions with examples | Sounds convincing              |
| Solves user problems                 | Explains obvious things        |
| Provides context                     | Provides generic explanations  |
| Creates value                        | Creates volume                 |

# The responsibility

| Owner               | Responsibility                           |
|---------------------|------------------------------------------|
| Product teams, PM   | Product truth                            |
| SMEs                | Technical validation                     |
| Documentation teams | Content quality and publication process  |
| Documentation leads | Content governance and control framework |
| Legal / Compliance  | Legal and compliance concerns            |

# Documentation as a customer contract

## Documentation influences

- Adoption decisions
- Implementation decisions
- Product expectations
- Support requests
- Customer trust

## The challenge

A generated statement can become:

- A customer expectation
- A support issue
- A contractual discussion
- A trust problem

# Steps to take – working with teams

## Understand the flow

- How are product, engineering, support, and design teams using AI?
- Where do AI-generated outputs enter the documentation process?
- What information becomes source material for documentation?

## Create common patterns

- Agree on human review.
- Define what must be documented before content reaches customers.
- Agree on how AI input is prepared and maintained.
- Define where source information is stored and how it is shared.

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# Steps to take - working with teams

## Work on the process

- If AI generates content automatically, it needs reliable input.
- Documentation requirements should become part of user stories, tasks, and feature definitions.
- "Ready for AI" may become part of the Definition of Done for a dev task.

# Steps to take - make your documentation ecosystem AI-ready

## Understand the flow

- Map the AI-assisted documentation workflow.
- Identify visible and invisible AI touchpoints.
- Understand where AI-generated content enters the process.

## Prepare the input

- Provide style guides, terminology, content standards, and rules.
- Store reusable context, not just prompts.
- Define what information AI should and should not use.

# Steps to take - make your documentation ecosystem AI-ready

## Create control points

- Require source-backed drafts.
- Define approval ownership.
- Create review rules for AI-assisted content.
- Use lightweight documentation checklists.

## Improve visibility

- Label AI-assisted content when appropriate.
- Track sources, ownership, and maintenance responsibilities.

Time to share your view

# Thank You!

