

COURSE STORYBOARD

AI Writes It, But You Make It Work: A Practical Guide to AI-Assisted Documentation

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Audience: Documentation specialists, knowledge workers, and operations staff | Duration: 15-20 min

Total: 18 slides | 3 knowledge checks | Free navigation enabled

COLOR KEY

Visual layout	iSpring interaction / quiz	Knowledge check	Standard content
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LEARNING OBJECTIVES

1. Explain why AI-generated documentation requires human review and refinement
2. Identify the critical gaps commonly present in unedited AI documentation drafts
3. Apply a structured review process to transform an AI draft into operational documentation
4. Describe the role of verification and SME validation in the documentation lifecycle
5. Adapt documentation for different user contexts and audiences

SECTION 1 — UNDERSTANDING AI DOCUMENTATION

SLIDE 1 — Title Screen

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Character	Forward-facing professional character in talking/greeting pose. iSpring Content Library — select talking or presenting pose. Office or workspace background from Content Library.	AI can produce a draft in seconds, but that draft is not finished documentation.	Welcome. This course is about one of the most common gaps in modern documentation work: AI can produce a draft in seconds, but that draft is not finished documentation. In the next 15 to 20 minutes, you will learn where AI drafts fall short, how to close those gaps, and how to build documentation that does not just look complete but actually works in your system, for your users.	Character in talking pose from Content Library. Free navigation enabled in iSpring Slide Properties. Narration generated via TTS Maker, exported as MP3. Captions added via iSpring caption editor using VTT file (generated via ChatGPT SRT workaround, uploaded as SRT in iSpring).
Text box	Blue filled rectangle, right side of slide. White bold text inside.	AI can produce a draft in seconds, but that draft is not finished documentation.		Free navigation: iSpring toolbar > Slide Properties > Navigation > Free

SLIDE 2 — Learning Objectives

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Background	Same office background as Slide 1 for consistency. Slightly faded/transparent to let text breathe.		By the end of this course, you will be able to explain why AI drafts require human review, identify common gaps, apply a structured refinement process, validate documentation with SMEs, and adapt content for different user contexts.	Captions: sync in iSpring caption editor. Narration via TTS Maker.
Title	Top left, large bold font. Dark text on light background.	What You Will Be Able to Do		
Objectives 01-05	Numbered 01-05 in blue accent color. Two-column layout: 01-03 left, 04-05 right. Build animation: each objective appears on click.	01 Explain why AI-generated documentation requires human review and refinement 02 Identify the critical gaps commonly present in unedited AI documentation drafts 03 Apply a structured review process to transform an AI draft into operational documentation 04 Describe the role of verification and SME validation in the documentation lifecycle 05 Adapt documentation for different user contexts and audiences		Animation: Animations tab > select each objective > Appear > On Click

SLIDE 3 — The Gap Between Fast and Usable

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Character	Same character as Slide 1, talking pose. Left side of slide.		You asked AI to write documentation. It delivered in seconds. Clean steps. Clear structure. Ready to publish. Or so it seemed.	Captions required. Narration via TTS Maker.
Text box	Blue filled rectangle, right	You asked AI to write documentation. It		

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
	of character. White bold text. Matches Slide 1 text box style.	delivered in seconds. Clean steps. Clear structure. Ready to publish. Or so it seemed.		

SLIDE 4 — What AI Actually Gave Us

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Background	Same office background as previous slides.		Here is what the AI produced when we asked it to document a standard procurement process.	Captions required. Narration via TTS Maker.
Character	Same character, talking pose. Right side of slide. Frustrated or concerned expression if available.			
Title	Top of slide, bold.	What AI Actually Gave Us		
Text box — Steps 1-4	Blue filled rectangle, left side. White bold text. Animation: Fade in on first click.	Step 1: Log in to the procurement portal using your company credentials. Step 2: Search for the equipment you need using the search bar or browse by category. Step 3: Select the item, confirm the quantity, and add it to your cart. Step 4: Review your cart and ensure all details are correct before proceeding.	It looks complete. And for a general audience, it might be. But for your users — the ones working in your actual system — it is missing almost everything that makes the process work.	PowerPoint animation: Fade > On Click. Steps 1-4 in one text box, white font.
Text box — Steps 5-6	Same blue text box continuing below. Step 5: yellow font to signal the problem. Step 6: white font. Animation: Fade in together on second click.	Step 5: Complete the required fields in the order form, including your department and billing information. [YELLOW FONT] Step 6: Submit your order for approval. You will receive a confirmation email once your request has been reviewed.		Steps 5-6 in second text box. Step 5 font color: yellow. Step 6 font color: white. Animation: Fade > On Click (second click).

SLIDE 5 — Knowledge Check 1 of 3

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Interaction type	Multiple Choice — Single Answer			iSpring Quiz > Multiple Choice > One correct answer. Set to allow retry.
Question		You receive an AI-generated 6-step procurement guide. The steps are clearly written, logically sequenced, and look ready to publish. Step 5 instructs users to 'complete the required fields, including department and billing information.' What should you do before distributing this document?		
Option A		Publish it immediately — AI-generated content is ready to use		Incorrect
Option B		Rewrite it entirely from scratch without using the AI output		Incorrect
Option C — CORRECT		Review it against the actual system to identify missing steps, required fields, and business rules		CORRECT
Option D		Send it to a manager to approve before reviewing it yourself		Incorrect
Feedback — Correct		Exactly. AI output is a starting point, not a finished product. The structure may be sound, but the system-specific details — required fields, approval flows, error handling — must be verified against the real environment before the documentation is usable.		
Feedback — Incorrect		Not quite. While the steps may look clean, AI does not have access to your system, your business rules, or your users' real workflows. The critical next step is always to review the output against the		

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
		actual system to find what is missing.		

SECTION 2 — REFINING THE DOCUMENTATION

SLIDE 6 — What AI Does Well — and Where It Stops

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	What AI Does Well — and Where It Stops	Understanding what AI can and cannot do helps you know where to focus your review effort.	Captions required. Narration via TTS Maker.
Two-column table	Blue header: AI Does Well. Green/amber header: Requires Human Expertise. Clean sans-serif font, 18-20pt.	AI Does Well: Generates structure, Organizes steps logically, Writes in clear language, Works quickly Requires Human Expertise: System-specific steps, Required field names and formats, Business rules and exceptions, Error paths and troubleshooting, User context and audience differences, Validation against live system	The gap between what AI produces and what your users need is not a flaw. It is an opportunity. Your expertise is exactly what closes it.	Use PowerPoint table or two text boxes side by side. Contrasting column header colors.

SLIDE 7 — From Draft to Operational (iSpring Tabs Interaction)

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	From Draft to Operational	Here is the same process — the AI draft on one side, the refined version on the other. The difference is everything your users need to actually complete the task.	ISPRING INTERACTION: Tabs interaction. Insert via iSpring toolbar > Interaction > Tabs. Narration via TTS Maker. Captions required.
iSpring Interaction	Tabs interaction from iSpring Visuals. Tab 1: AI Draft (original 6 steps). Tab 2: Refined Version (expanded with all additions highlighted).	Tab 1 — AI DRAFT: [original 6 steps as written by AI] Tab 2 — REFINED: Added catalog navigation detail, Added cart review requirements, Added required accounting fields (dept		Satisfies contest requirement: at least one of the 14 iSpring interaction types. iSpring Content Library: add character and background.

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
	New additions shown in contrasting color or with checkmark icon.	code, GL account, project number in exact format), Added approval flow validation step, Added error handling: what to do if GL field rejects entry		

SLIDE 8 — Knowledge Check 2 of 3

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Interaction type	Multiple Select			iSpring Quiz > Multiple Select. Build as iSpring Quiz via iSpring toolbar > Quiz.
Question		A documentation writer finishes refining an AI-generated process and is ready to publish. Which of the following should happen BEFORE the document goes live? Select all that apply.		
Option A — CORRECT		Test each step in the live system		CORRECT
Option B — CORRECT		Have a subject matter expert review the content		CORRECT
Option C — CORRECT		Confirm that error states and edge cases are documented		CORRECT
Option D		Ask AI to review the final document for accuracy		Incorrect
Feedback — All correct		Well done. Testing in the live system, SME review, and documenting edge cases are all essential before publishing. AI can help draft content, but it cannot verify accuracy against a live environment — that requires human expertise and direct system access.		
Feedback — Includes D		Close — but option D misses the mark. AI can check grammar and		

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
		structure, but it has no access to your live system and cannot validate whether the steps actually work. Verification requires human testing and SME review.		

SECTION 3 — VERIFICATION

SLIDE 9 — Why Verification Is Non-Negotiable

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	Why Verification Is Non-Negotiable	At this point, the documentation looks complete. The steps are clear. The language is professional. But looking complete is not the same as being accurate.	Captions required. Narration via TTS Maker.
Checklist graphic	4-row checklist, each row with icon. Green checkmarks animate in one at a time on click. Clean white card on neutral background.	Steps tested in live system [checkmark] Required fields validated [checkmark] Approval flow confirmed [checkmark] Error states documented [checkmark]	Verification is not a quality step you add at the end. It is the step that determines whether your documentation is safe to publish.	PowerPoint animation: Appear > On Click for each row. Use PowerPoint Insert > Icons for checkmark symbol.

SLIDE 10 — What Happens Without Verification (Frame 1)

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	What Happens Without Verification	A user receives the documentation. They follow every step as written. They fill in the GL account field exactly as the documentation describes.	Narration via TTS Maker. Captions required. 3-slide sequence: Slides 10, 11, 12.
Frame 1 — Form	Form mockup with GL account field filled incorrectly. No error visible yet. Callout:	[Screenshot/mockup: form with GL field filled in — incorrect format] Callout: 'User follows the documented steps exactly.'		

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
	standard blue border.			

SLIDE 11 — What Happens Without Verification (Frame 2)

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Frame 2 — Error	Error message displayed on screen. Red or amber callout box.	[Screenshot/mockup: error message on screen] Callout: 'GL account format not documented. Entry rejected. Approval flow does not appear.'	The system rejects the entry. The approval flow never triggers. The user does not know why. The documentation was silent on format requirements.	Narration via TTS Maker. Captions required. Red/amber callout color to signal failure.

SLIDE 12 — What Happens Without Verification (Frame 3)

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Frame 3 — Statement	Full-screen dark background. Large white centered text only. No other elements — high impact, slow narration pace.	The user followed the documentation. The documentation was wrong.	The user followed the documentation. The documentation was wrong. That is the cost of skipping verification.	Dark background for impact. Pause in narration is intentional. Narration via TTS Maker. Captions required.

SECTION 4 — CONTEXT MATTERS

SLIDE 13 — Same Process, Different Users (iSpring Tabs Interaction)

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	Same Process, Different Users	Here is something AI almost never accounts for: the same process looks different depending on who is doing it.	ISPRING INTERACTION: Tabs interaction. iSpring toolbar > Interaction > Tabs. Narration via TTS Maker. Captions required.
iSpring Interaction	Tabs interaction — 2 tabs. Tab 1: Office Employee character from Content Library. Tab 2: Field Technician character from Content Library.	Tab 1 — OFFICE EMPLOYEE: Find item in catalog, Fill in standard fields, Submit for approval, Wait for confirmation Tab 2 — FIELD TECHNICIAN: [same steps PLUS] Validate open work order ticket, Confirm	An office employee and a field technician are completing the same procurement process. But the field technician has four additional required steps that the AI draft does not mention. Context determines usability.	iSpring Content Library: use two distinct characters for each tab. Additional steps highlighted in contrasting color in Tab 2.

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
	Each tab fully self-contained.	requester accounting codes, Verify cost center routing, Confirm ship-to location matches job site, Additional approval step required		

SLIDE 14 — Knowledge Check 3 of 3

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Interaction type	Multiple Choice — Single Answer (Best Next Action)			iSpring Quiz > Multiple Choice > One correct answer.
Scenario		A technical writer has just received an AI-generated draft for a new onboarding process. The draft is well-structured and covers the major steps. They have access to the live system, two SMEs, and two user groups who follow slightly different versions of the process.		
Question		According to the AI Documentation Lifecycle, what is the correct sequence of next steps?		
Option A		Publish, get feedback, revise later		Incorrect
Option B — CORRECT		Review gaps, add system steps, validate with SMEs, adjust for both user groups, publish		CORRECT
Option C		Send to SMEs immediately without reviewing the system first		Incorrect
Option D		Ask AI to refine the draft further before doing anything else		Incorrect
Feedback — Correct		Exactly right. The lifecycle requires that you close the gaps yourself before involving SMEs — they validate		

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
		your work, not AI's. And with two user groups, documentation must be adapted to reflect both contexts before publishing.		
Feedback — Incorrect A		Publishing first and revising later is a common shortcut — and a common source of documentation-related errors. Verification before publishing prevents the kind of failure we saw earlier in this course.		
Feedback — Incorrect C		SME review is essential — but it is most effective after you have already reviewed the system yourself. SMEs validate your refined documentation, not the AI's first draft.		
Feedback — Incorrect D		AI can help you improve a draft — but it still cannot validate against your live system. Sending it back to AI does not replace the human steps in the lifecycle.		

SECTION 5 — THE FULL MODEL AND TAKEAWAY

SLIDE 15 — The AI Documentation Lifecycle

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	The AI Documentation Lifecycle	Let us put the full process together. This is the lifecycle that turns an AI draft into documentation that actually works.	Captions required. Narration via TTS Maker.
Lifecycle diagram	6-step circular or linear diagram. Each step appears on click with icon. Final state: all 6 steps visible with	Step 1: GENERATE (AI icon) Step 2: REVIEW (magnifying glass) Step 3: ADD (pencil/plus) Step 4: VALIDATE (checkmark) Step 5: ADAPT	Generate. Review. Add. Validate. Adapt. Publish. AI handles the first step. Every step after that is where your expertise determines whether the	Animate each step: Appear > On Click. Keep design clean and professional — learners may screenshot this slide.

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
	callout. Use PowerPoint Insert > Icons for step icons.	(people/audience icon) Step 6: PUBLISH (upload/document icon) Final callout: 'AI accelerates Step 1. You drive the rest.'	documentation is safe to use.	

SLIDE 16 — Key Takeaways

Element	Visual Layout	On-Screen Content	Narration Script	iSpring Notes
Title	Top of slide.	Key Takeaways: Documentation That Works	Here are your key takeaways from this course.	Captions required. Narration via TTS Maker.
Takeaway statements	4 statement cards or large text bullets. Each appears on click. Clean professional background. Lifecycle diagram in small format at bottom of slide.	AI writes fast. You make it work. Accuracy requires verification. Usability requires context. Trusted documentation requires both.	AI is a genuine asset in documentation work. It removes the blank page. It structures your thinking. It drafts faster than you can type. But it does not know your system. It does not know your users. And it cannot verify its own output. That is where you come in. When you combine AI speed with your expertise — your system knowledge, your attention to context, your commitment to verification — you do not just create documentation faster. You create documentation that actually works.	Animate each statement: Appear > On Click. Add lifecycle icons at bottom: Generate > Review > Add > Validate > Adapt > Publish.

SLIDE INVENTORY — 18 SLIDES

Slide	Title	Notes
1	Title Screen / Introduction	Character welcome + hook text
2	Learning Objectives	Animated build, 5 objectives, On Click
3	The Gap Between Fast and Usable	Character + hook text box
4	What AI Actually Gave Us	Two-click animated reveal of 6 steps
5	Knowledge Check 1 of 3	iSpring Quiz — Multiple Choice
6	What AI Does Well — and Where It Stops	Two-column comparison table

Slide	Title	Notes
7	From Draft to Operational	iSpring Tabs interaction (Before/After)
8	Knowledge Check 2 of 3	iSpring Quiz — Multiple Select
9	Why Verification Is Non-Negotiable	Animated checklist, 4 items On Click
10	What Happens Without Verification (Frame 1)	Form mockup — user follows steps
11	What Happens Without Verification (Frame 2)	Error state — approval flow fails
12	What Happens Without Verification (Frame 3)	Dark slide — high-impact statement
13	Same Process, Different Users	iSpring Tabs interaction (2 user roles)
14	Knowledge Check 3 of 3	iSpring Quiz — Best Next Action
15	The AI Documentation Lifecycle	6-step diagram, animated On Click
16	Key Takeaways	4 takeaway cards, animated On Click

CONTEST REQUIREMENTS — IMPLEMENTATION CHECKLIST

Requirement	Where / How	Status
12-20 slides	16 content slides + title and objectives = 18 total	Done
Introduction slide	Slide 1 — character welcome + hook text	Done
Learning objectives	Slide 2 — animated build, 5 objectives	Done
Summary / key takeaways slide	Slide 16 — 4 takeaways + lifecycle recap	Done
Smooth free navigation	iSpring Slide Properties > Navigation > Free	Done
Closed captions on audio	iSpring caption editor — VTT files generated via ChatGPT SRT workaround, uploaded as SRT in iSpring	Done
Quiz / knowledge check	Slides 5, 8, 14 — iSpring Quiz block	Done
At least one of 14 interaction types	Slide 7 (Tabs: Before/After) and Slide 13 (Tabs: User Roles)	Done
iSpring Content Library assets	Slides 1, 2, 7, 13 — characters and backgrounds	Done

Note: Narration for all slides generated via TTS Maker, exported as MP3, inserted into iSpring/PowerPoint timeline. Captions generated via ChatGPT SRT workaround and imported into iSpring caption editor as VTT files. Course published and hosted at <https://ai-documentation-course.adriaconnell.workers.dev>