AUTHOR-IT CLOUD · 2026.R4

AI-Assisted Authoring Guide for Author-it Cloud

How to connect an AI assistant to Author-it Cloud, what it can and can't do, how to ask for work you can trust, how its imports change your library, and 50 content jobs, step by step.

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SECTION 01

AI assistants in Author-it Cloud

You can connect an AI assistant to Author-it Cloud, and then ask it in plain language to find, check, change, and create topics in an Author-it library, to draft other content for you to import, and to manage translation jobs. In 2026.R4, the supported assistant is Claude.

Author-it Cloud connects to an AI assistant through the Model Context Protocol (MCP), an open standard that lets an assistant use other systems. The connection gives the assistant a set of **actions in Author-it Cloud** (see "AI assistant actions in Author-it Cloud" on page 8). The assistant chooses the actions it needs from your request, and works with the permissions of the Author-it user who connected it.

An AI assistant is a powerful tool and a new kind of risk. It writes fluently, works fast, and can change many objects in one request. It can also be confidently wrong. After you **connect an assistant** (see "Connect an AI assistant to Author-it Cloud" on page 6), and before your first job, learn how assistants work, how to ask well, and how to change an Author-it library safely:

- **How AI assistants work and fail** (see "Good practice for AI assistants in content work" on page 12), and the **risks of AI assistant changes** (see "Risks of AI assistant changes to an Author-it library" on page 37).
- **Reliable requests to an AI assistant** (see "Elements of a reliable AI assistant request" on page 18).
- **Repeatable AI assistant workflows** (see "Repeatable AI assistant workflows for content" on page 26).
- **What an import does to the library** (see "AI assistant imports into an Author-it library" on page 36), and how to test and undo one.
- **Content jobs for an AI assistant** (see "Content jobs for an AI assistant in Author-it Cloud" on page 43), grouped by what you're trying to do.

What an AI assistant can do

- Find objects by name, type, folder, release state, date changed, or the words they contain, and read the properties and text of topics.
- Check topics against your organization's style guide, and report what doesn't conform.
- Change topics, or create new ones, and import them into the library itself.
- Write any other object, such as an index entry, an image, a hyperlink, a book, a folder, a variable, or a template, as an Author-it XML file that you import in Author.
- Find translation jobs, export a job for a translation service provider, import returned translations, and read a job's log.

What an AI assistant can't do

- Publish a book. You publish in Author.
- Create a translation job. You create translation jobs in Translations.
- Show where an object is used. In Author, **Show Relationships** does this.

How an AI assistant's work reaches the library

The result of every job takes one of three paths:

- Read only. The assistant reads the library and gives you a report, a list, or a draft to use elsewhere. Nothing in the library changes, so these are the safest jobs to start with.

- Assistant import. The assistant changes topics, or creates new topics, and imports them itself, following the steps to **edit existing topics** (see "Edit existing topics with an AI assistant" on page 40) or **create new topics** (see "Create new topics with an AI assistant" on page 41).
- File import. For anything other than a topic, the assistant writes an Author-it XML file, and you **import it in Author** (see "Import an AI assistant's XML file in Author" on page 42).

Most jobs take two requests: one asking the assistant to propose the work so you can review it, and one asking it to do the work you approved. Before a job that changes content, read **about safe AI edits to XML** (see "Safe AI edits to Author-it XML" on page 38).

SEE ALSO

Strengths and weaknesses of AI assistants for content work 13
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Connect an AI assistant to Author-it Cloud

Add Author-it Cloud to your AI assistant as a custom connector, so the assistant can work with an Author-it library for you. In 2026.R4, the supported assistant is Claude, and these steps use it as the example.

Have your Author-it Cloud login details ready. If your organization uses single sign-on, you log in through it instead.

> **Note:** In many organizations, an administrator adds the Author-it connector once, for everyone. If yours has, you don't add it yourself: in Claude, go to Settings > Connectors, select the Author-it connector, and connect it, then continue from step 4. Ask your administrator if you can't find it.

These steps are for whoever adds the connector.

1. **In Claude, add a custom connector**.
2. Give the connector a name, and enter the Author-it connector address.

   The Author-it connector address is the address you use to log in to Author-it Cloud, followed by /aitapi/mcp. For example, https://gx2.author-it.com/aitapi/mcp. If you log in with single sign-on, start with your organization's single sign-on address instead.
3. Start the connection.

   Your browser opens the Author-it Cloud login page.
4. Log in to Author-it Cloud.

   If you're prompted to, select the library.
5. The first time you connect the assistant, check the assistant's name and the access it asks for on the permission page, then select **Allow Access**.

   When the connection finishes, the assistant lists the Author-it actions it can use. If the connection fails, check that the connector address starts with the address you log in to Author-it Cloud with, then start the connection again.

SEE ALSO

Safe use of an AI assistant with Author-it Cloud 11
AI assistant actions in Author-it Cloud 8

AI assistant access to Author-it Cloud content

A connected AI assistant can reach one Author-it library, and only after you log in and allow access. It then works with your permissions.

Four things control what a connected assistant can do:

- You log in. Your browser opens the Author-it Cloud login page, or your organization's single sign-on page. The assistant never sees your password.
- You allow access. The first time an assistant connects, a permission page shows the assistant's name and the access it asks for, and you allow or deny it.
- Access follows your permissions. The assistant works as you, in the Author-it library you logged in to. It finds only objects in folders you have permission to see, and it can't reach another Author-it library.
- You can remove access. The **Connected apps** page in Settings lists each assistant you've allowed, and you can **revoke an assistant's access** (see "Revoke an AI assistant's access to Author-it Cloud" on page 10) at any time.

After you allow access, the assistant stays connected without asking you to log in again. If the assistant isn't used for 30 days, you log in again the next time it connects. If your user account is removed from that Author-it library, the assistant can't connect.

Actions that only read information, such as searching for objects, never change anything. Exporting a translation job is the one exception among the actions that don't change content: it moves the job to the Downloaded state. The assistant asks you to approve an action that changes content before it runs, unless you've set it to allow that action without asking.

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AI assistant actions in Author-it Cloud

These are the actions a connected AI assistant can take in Author-it Cloud, what each one needs, and whether it changes content. You don't choose an action yourself; the assistant picks one from your request.

Action	What it does	What it needs	Changes content
Search for objects	Finds objects by object code, name, type, folder, release state, date last changed, or words in their text, and returns a summary of each.	Any combination of the search criteria. Text searches accept AND, OR, NOT, and exact phrases in quotation marks.	No
List folders	Lists the folders in the connected Author-it library.	Nothing.	No
List release states	Lists the release states in the connected Author-it library.	Nothing.	No
Get topics	Returns the properties and text of topics.	The object codes of the topics.	No
Export objects as XML	Returns objects of any type as Author-it XML, with a summary of each object they refer to. A book's contents come back as summaries.	The object codes of the objects.	No
Import topics	Imports Author-it XML for topics: updates each topic whose GUID is in the connected Author-it library, and creates the others.	Author-it XML of topics from this Author-it library, passed directly or through an upload link. Every object the topics refer to must exist in the library, or be a topic in the same file.	Yes. Replaces or creates topics.
Search translation jobs	Finds translation jobs, and returns each job's books, languages, word counts, service provider, due date, and state.	Optional criteria: state, dates created, source or target language, book name, who created the job, reference, or service provider.	No
List translation providers	Lists the translation service providers set up in Translations.	Nothing.	No
Export a translation job	Produces the job package, a ZIP file, to send to a translation service provider.	A job in the Created state or the Downloaded state.	No. Moves the job to the Downloaded state.
Import translations	Imports returned translation files as a draft import or a final import.	The names of the returned files, and your choice of draft or final import.	Yes. Updates the translated objects.
Get a translation job log	Returns a translation job's log.	The translation job.	No

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Example AI assistant requests for content jobs 25

AI assistant limits in Author-it Cloud

These limits apply to every AI assistant connected to Author-it Cloud. The assistant works within them, but a large job needs planning around them.

Limit	What it means for a job
Objects for each request	Up to 25 for each request to get topics or export objects. A job on a book of 200 topics takes at least eight requests; split the job into batches (see “Elements of a reliable AI assistant request” on page 18).
Very large objects	A large image or file object isn’t returned in the conversation. The assistant gives a download link instead.
Broad searches	A search with no criteria, or only a type or release state, can return every object in the connected Author-it library. The assistant is instructed to check with you before it runs one.
Request rate	The number of requests in a short time is limited. If the assistant reports that it made too many requests, wait a moment and ask again, or ask for smaller batches.
File uploads	Large topic files, and returned translation files, arrive through an upload link. You open the link and pick the file, or an assistant that can run commands uploads it.
Imports by the assistant	Topics, new or existing, and returned translations. Other object types, and books, are imported in Author.

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Revoke an AI assistant's access to Author-it Cloud

Revoke an AI assistant's access when you stop using it, or when it does something you didn't expect. Once you revoke access, the assistant can't get new access to Author-it Cloud until you connect it again.

1. In Author-it Cloud, go to Settings > Connected apps.

   The page lists each application you have allowed to access Author-it Cloud for you. If you haven't allowed any, the page says so.

2. Next to the assistant, select **Revoke**.
3. In the **Revoke access?** dialog box, select **Revoke access**.

   The message "Access revoked." appears. If the message "Unable to revoke access." appears instead, try again in a moment. If it keeps appearing, submit a ticket to Author-it support.

4. To stop the assistant straight away, also remove the Author-it connector from the assistant.

The assistant can keep using the access it already holds for up to 30 minutes. After that, it can't act in Author-it Cloud until you connect it again and allow access.

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Safe use of an AI assistant with Author-it Cloud

A connected AI assistant acts in Author-it Cloud with your permissions. A few habits keep an Author-it library safe while it does.

An assistant can use only the actions Author-it Cloud gives it, but within those actions it can reach everything your permissions allow. To stay in control:

- Connect only assistants you trust, and connect only the tools a job needs.
- Read every action that changes content before you approve it. Assistants can be set to run an action without asking; leave actions that import content set to ask each time.
- Keep **untrusted content** (see "Prompt injection: hidden instructions in content an AI assistant reads" on page 15) away from changes to the library. When an assistant reads outside content and can also import, check every import it proposes.
- Before a change that affects many objects, keep a backup export so you can put the objects back, and **test the change on one object first** (see "Safe AI edits to Author-it XML" on page 38).
- **Revoke access** (see "Revoke an AI assistant's access to Author-it Cloud" on page 10) when you stop using an assistant, or if it does something you didn't expect, and tell your library administrator.

SEE ALSO

Risks of AI assistant changes to an Author-it library 37
Safe AI edits to Author-it XML 38

SECTION 02

Good practice for AI assistants in content work

An AI assistant brings the same strengths and the same weaknesses to every system it works in, Author-it Cloud included. Knowing what assistants do well, why they make mistakes, and how outside content and confidential content can put a library at risk helps you get reliable results, and decide the rules a team works by.

Strengths and weaknesses of AI assistants for content work

An AI assistant is good at work that needs judgment about language, and unreliable at work that needs exact precision over a lot of material. Knowing the difference decides which parts of a job to hand over.

What AI assistants do well

- Read and summarize many topics quickly, and find patterns across them, such as the same instruction written three ways.
- Judge language against rules: whether a sentence is plain, whether a title follows a pattern, whether a step starts with a verb.
- Draft from source material, such as an engineer's notes or a work item, in the structure of an example you give it.
- Classify content, such as deciding whether a topic is a procedure or an explanation.

What AI assistants do badly

- Exact work across long material, such as keeping every code, reference, and space in a large file unchanged.
- Facts nobody gave them. An assistant doesn't know the product, the library's conventions, or your organization's rules unless you supply them.
- Counting and calculating, unless they run a tool to do it.
- Saying when they aren't sure. An assistant's wrong answers read as confidently as its right ones.

The safe pattern is to let the assistant decide what to change, and to check its work with something it didn't create: your organization's Author-it library itself, a validator, a feature in Author, or a person who knows the product.

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Causes of AI assistant mistakes in content work

Most AI assistant mistakes have one of four causes. Each one has a practical fix.

- It guesses rather than saying it doesn't know. Assistants are trained in ways that reward an answer over an admission of doubt, so a gap in what you gave it is often filled with something plausible. Tell the assistant it may say it doesn't know, and ask it to quote its evidence.
- Its accuracy falls as the conversation grows. The more text an assistant has to work with at once, the more likely it is to miss something, most often in the middle of a long document. Give it less at a time, and start a new conversation for a new job.
- It takes instructions literally. A vague rule is applied vaguely, and two rules that contradict each other produce inconsistent results. Write each rule once, clearly, with the reason for it.
- It doesn't give the same answer twice. The same request can produce different results on different runs. For a job that must be consistent, use reusable instructions and tested tools, and check the results every time.

None of these can be switched off. Every result an assistant produces needs checking before it reaches your organization's Author-it library or a reader.

SEE ALSO

Elements of a reliable AI assistant request 18

Prompt injection: hidden instructions in content an AI assistant reads

Prompt injection is an instruction hidden in content that an AI assistant reads, such as a web page, an email, a support ticket, or a file returned by a supplier, and it can be in content anyone can edit. The assistant can't reliably tell your instructions from instructions inside the material it is reading, so it may follow them.

The risk is highest when one assistant has three things at once: access to an Author-it library, content from outside your organization, and a way to change the library or send content elsewhere. With all three, hidden instructions could make the assistant change topics, or copy content out of the library, without you asking.

To keep the risk low:

- Connect only the tools a job needs. An assistant connected to Author-it Cloud and to email or the web has all three.
- Treat outside content as untrusted, even from a supplier you trust. A translation file, a ticket, or a document can carry text its sender never saw.
- Approve every change the assistant proposes when it has read outside content, and read what it is about to do before you approve it.
- Be suspicious of a result that does something you didn't ask for, such as contacting another tool or changing objects outside the job.

No filter catches every hidden instruction. Your approval of each change is the safeguard that works.

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Confidential content in AI assistant requests

Everything you give an AI assistant, and everything it reads from an Author-it library, is sent to the assistant's provider. Whether the provider keeps it, or uses it to train its models, depends on the plan you use and its settings.

- Use the assistant and plan your organization has approved. Business and enterprise plans usually exclude content from training by contract. Personal plans may use it, depending on a setting.
- Check the training setting on any personal account before you connect it to Author-it Cloud.
- Keep personal data out of requests, such as customer names in support tickets, unless your organization's rules allow it.
- Ask your IT or security team before you connect an assistant to unreleased or regulated content.

Each provider publishes its own data policy, and the policies change. Read the current policy for the plan you use.

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AI assistant policies for content teams

A content team that uses AI assistants needs a few written rules, agreed before the work starts. Without them, each author makes different choices about data, review, and imports, and nobody can say afterwards what was checked.

Decide and record:

- Which assistants and plans are approved, and who may connect them to Author-it Cloud.
- What content may be given to an assistant, and what may not, such as customer data or unreleased product details.
- Where the team's style guide, terminology, template descriptions, and other content rules are kept, such as in your organization's Author-it library or on a shared site, so every assistant reads the same current version instead of a copy someone attached.
- Who may import changes an assistant makes, and whether a second person must check an import first.
- Which jobs must always be reviewed by a person who knows the product, such as safety, legal, and regulated content.
- Where the team's reusable instructions and tools are kept, who owns each one, and how changes to them are approved.
- How a mistake an assistant made is reported, so that the instructions can be fixed.

SEE ALSO

Confidential content in AI assistant requests 16
Share reusable AI assistant instructions with a team 34

SECTION 03

Elements of a reliable AI assistant request

Typing a request to an AI assistant is easy. Getting a result you can trust depends on what the request holds. A reliable request answers six questions, so the assistant doesn't have to guess any of them:

- The goal. What the result is for, and who will read it. "Short descriptions for a search results page" gets a different result from "short descriptions".
- The sources. What to work from: named topics, a book, a search, or a document.
- The scope. Exactly which objects, and what to leave alone.
- The rules. The style guide, the templates, the terminology, and the reason behind each rule.
- The output. What to produce, in what form: a table, a list of object codes, an XML file, a draft.
- The test. How you'll judge the result, so the assistant can check its own work against it before it answers.

A useful check before you send a request: would a capable colleague who has never seen your organization's Author-it library know exactly what to do from it? If not, the assistant won't either.

An example of a reliable request

This request answers all six questions: "Using the rules for short descriptions in our style guide, which is the Style Guide book in this library, propose a short description for each topic in the Installation Guide book that has none. The descriptions appear in search results, for administrators installing the product for the first time. Leave every other topic alone. Give me a table with the object code, the title, and your proposal, and name the rule each proposal follows. Before you answer, check each proposal against the rules, and tell me where you aren't sure."

Ask for a plan before the assistant acts

A wrong approach costs one message to correct before the assistant starts, and many objects to repair after an import. For a job that changes content, ask the assistant to list the objects it will work on and what it will do to each, and to wait for your approval. A good plan names every object by its object code, says what will change in each, and lists anything the assistant isn't sure about. Remove objects that shouldn't change, and correct any misunderstanding, before you approve it. If the assistant then does something the plan didn't include, stop it, and ask it to restart from the approved plan.

Split a large job into smaller requests

An AI assistant is most accurate when it has little in front of it. Each request to get topics or export objects can carry up to 25 objects, and accuracy falls as a conversation grows, so a long job in one conversation gets worse as it goes. Do the job for one object first, and correct the request until that result is right. Then do the rest in batches, such as 10 to 25 objects at a time, and check a sample of each batch. When the conversation is long, or results start to slip, ask the assistant for a short summary of the request, the rules, the objects done, and the objects left, and paste the summary into a new conversation.

Check the assistant's work

An assistant's own summary of what it did isn't evidence. Ask it to show the text it quoted and the object codes it read or changed, then open a sample of those objects in Author and compare them with what it reported. Check every result on a new job, at least a few results from each batch once the job is running well, and every result where a mistake would be serious, such as safety or legal content.

Where a check exists that the assistant can't influence, use it: a schema validator for an XML file, a spell checker, a search in Author, or a person who knows the product. If you find several mistakes, **improve the request** (see "Improve an AI assistant request that gave poor results" on page 23) and run the job again. Correcting results one by one leaves the cause in place for next time.

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Information to give an AI assistant before a content job

An AI assistant can read the objects in an Author-it library, but not the decisions behind them. It doesn't know why your organization uses a template, what a style is for, or what a release state means. Give it the information it can't find for itself.

- The style guide, or the sections of it that apply to the job.
- What each object template is for, and when to use each one.
- What each paragraph and character style is for, such as which style marks a warning.
- The approved terminology, and the terms to avoid.
- The audience: who reads the content, and what they know.
- Product facts the change depends on, from the person who knows them, such as a release note or a specification.
- The library's own conventions: what each folder holds, what each release state means, which variants and variables are used for what, and which objects are shared and must never change.
- A model: an existing topic or object that already meets your standard.

Keep this information in one place the assistant can read for itself, such as topics in your organization's Author-it library, or a page on a shared site, rather than attaching a copy to each request. Every request then uses the current version, and a change to a rule reaches every job.

Information you give more than once belongs in **reusable instructions** (see "Repeatable AI assistant workflows for content" on page 26), which can tell the assistant where to find it every time.

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Write an AI assistant request for a content job

Write a request that tells an AI assistant everything it needs, in an order it handles well. A few minutes on the request saves an hour of checking a poor result.

1. Start with the material the assistant works from.

   Name where the style guide, the model topic, and the source documents are, or attach them, first. An assistant handles a long request better when the material comes before the instructions.
2. State the goal, and who the result is for.
3. Name the scope: which objects to work on, and what to leave alone.
4. Give the rules, each with its reason.

   "Start every step with a verb, because readers scan for the action" works better than "Start every step with a verb". The reason lets the assistant apply the rule to cases you didn't foresee.
5. Say what to do, rather than what not to do.

   "Write in full sentences" is followed more reliably than "Don't use fragments".
6. Describe the output you want, and how you'll judge it.

   For example, "Return a table with one row for each topic: its object code, its current description, your proposed description, and the rule the proposal follows."
7. Tell the assistant it may say it doesn't know, and ask it to quote the text it bases each finding on.
8. Restate the main instruction at the end.

   In a long request, the last thing the assistant reads carries weight. One sentence that repeats the goal is enough.

For example, this request follows every step: "Our style guide is the Style Guide book in this library, and topic 1234 is a task topic that meets it. Propose new titles for the task topics in the Installation Guide book, for administrators who find them through search. Work only on topics based on the Task template, and leave the rest alone. Start each title with a verb, because readers scan titles for the action, and use the words a reader would search for, because most readers arrive from a search. Give me a table with the object code, the current title, your proposed title, and the rule it follows. If you can't tell what a topic is for, say so, and quote the sentence you based each proposal on. To repeat: propose new titles for the Installation Guide's task topics, and wait for my approval before you change anything."

When the request works, save its wording. A request you use often belongs in **reusable instructions** (see "Repeatable AI assistant workflows for content" on page 26).

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Examples in AI assistant requests

An example shows an AI assistant what you want more reliably than a rule describes it. A rule about tone is open to interpretation; a topic written in that tone isn't.

- Give three to five examples where you can, and make them different from each other, so the assistant learns the pattern rather than copying one topic.
- Choose examples from your organization's Author-it library that already meet your standard, and say why each one is a good example.
- Keep the examples in the same form as the result you want. If you want a table, show a table.
- Add an example of what to avoid only when it shows a mistake the assistant keeps making, and label it clearly.

Examples have a cost: too many, or too similar, and the assistant makes everything look like them. If results become uniform where they should vary, use fewer or more varied examples.

SEE ALSO

Write an AI assistant request for a content job 21
Information to give an AI assistant before a content job 20

Improve an AI assistant request that gave poor results

When an AI assistant gives a poor result, the cause is usually in the request. Find it, fix one thing, and run the request again.

1. Ask the assistant why it did what it did.

   Its explanation often shows the gap, such as a rule it read differently from how you meant it.
2. Check the request for the usual causes:
   - Missing information, such as the purpose of a template.
   - Two rules that contradict each other.
   - A vague rule.
   - Too much in one request.
   - An example that shows something you didn't intend.
3. Change one thing, and run the request again on the same objects.

   Changing one thing at a time shows which change worked.
4. Record the mistake and the fix.

   A list of known mistakes becomes a check in **reusable instructions** (see "Repeatable AI assistant workflows for content" on page 26), so the same mistake isn't made again.

If results are still poor after several changes, the job may **not suit an assistant** (see "Content jobs that don't suit an AI assistant" on page 24).

SEE ALSO

Write an AI assistant request for a content job 21
Content jobs that don't suit an AI assistant 24

Content jobs that don't suit an AI assistant

Some jobs are done better, faster, and more safely without an AI assistant.

- A change where you already know exactly which objects change, and how. For example, if you know which topics move to which release state, change them in Author. An assistant helps when the change needs a decision for each object, such as which release state each of several hundred topics should have.
- A name used in many places. If the name is held in a variable, changing the variable's value is one edit, and nothing needs importing.
- Exact counts and calculations, unless the assistant runs a tool to make them.
- Content nobody has time to review. An unreviewed result isn't finished.
- Safety, legal, and regulated content without review by a person qualified to approve it.

SEE ALSO

Strengths and weaknesses of AI assistants for content work 13
Tools that make AI edits to Author-it XML repeatable 31

Example AI assistant requests for content jobs

Each request is a starting point for a content job with an AI assistant. Give the assistant the information it needs, or tell it where that information is kept, then adapt the request to the content.

Job	What the assistant needs	Request
Find the topics a product change affects	The release note or work item.	"Search for topics that mention the changed names in the attached note. Read each one, and list those that describe the old behavior: object code, title, and the sentence to change."
Check topics against a style guide	Where the style guide is kept.	"Using our style guide in the Style Guide book, read the topics in the Installation Guide book. List every place a topic breaks a rule: object code, the text, the rule, and a suggested correction. Say when you aren't sure."
Write short descriptions	Where the rules for short descriptions are kept, and three good examples.	"For each topic in this book with no short description, propose one sentence that says what the topic is for, following the rules in our style guide and the examples in topics 1234, 1240, and 1251. Return a table for me to approve before you change anything."
Move topics to the right template	The list of templates and what each is for.	"List the topics in this book based on Normal Template, propose the template that matches each topic's content, and give the reason."
Draft topics from expert input	The expert's notes, and a model topic of each type.	"Draft one task topic for each procedure in the attached notes, in the structure of topic 1234. List every fact you weren't sure of, rather than guessing."
Build a glossary	Where the definition rules and the existing glossary are kept.	"List the terms in this book a new reader might not know, with where each appears. Leave out terms already in our glossary. Wait for my approval before drafting definitions."
Plan a translation update	Nothing.	"Find the last French translation job for the User Guide, then list the topics in that book changed since the job was created."

SEE ALSO

Write an AI assistant request for a content job 21
Content jobs for an AI assistant in Author-it Cloud 43

SECTION 04

Repeatable AI assistant workflows for content

A one-off request gives a one-off result. When a job is done often, or by several people, save what makes it work as reusable instructions that an AI assistant follows every time.

Reusable instructions give three things a typed request can't:

- Consistency. The same rules, examples, and checks run every time, whoever starts the job.
- Steps that can't be skipped. A check that is easy to forget under a deadline still runs.
- Shared improvement. When someone finds a mistake, the fix goes into the instructions, and the whole team benefits.

Most assistants can save reusable instructions, under names such as projects, skills, custom assistants, or agents. In Claude, a skill holds instructions with their reference files and tools, and a project holds reference material and instructions for a set of conversations. Other assistants' help explains their own versions.

Consider the difference for a glossary. A one-off request, "Create glossary entries for the Installation Guide", produces a list in whatever form the assistant chooses. A repeatable glossary workflow finds candidate terms, checks them against the existing glossary, applies the definition rules, asks you to approve the terms, writes the objects in the form Author-it needs, validates the file, and stops before the import, the same way every time.

SEE ALSO

Parts of a reusable AI assistant instruction set 27
Content jobs to make repeatable with an AI assistant 28
Build reusable AI assistant instructions for a content job 29

Parts of a reusable AI assistant instruction set

A well-built set of reusable instructions is more than a long request. It is divided into parts, so an AI assistant reads only what each step needs, and it holds checks and approval points, so the steps that matter can't be skipped.

- A description. One or two sentences saying what the instructions do and when to use them, such as "Checks topics against the house style guide and lists each problem. Use for any style check or style review." Many assistants read only the description until the instructions are needed, so it decides when they are used.
- Steps, with branches. The order of the work, and what to do in each case, such as one path for a topic that exists and another for a new one.
- Reference files. A style guide, template rules, and terminology, each in its own file, read only when a step needs it. A reference file can also say where a rule is kept instead of copying it, such as "The title rules are in topic 1234 in our Author-it library."
- Examples. Model objects that show the result wanted.
- Checklists. The checks to run before the work is called finished.
- Tools. Scripts the assistant runs for exact work, such as validating a file or making a change to XML, so the result doesn't depend on the assistant's accuracy.
- Check-fix-repeat loops. Run a check, fix what it finds, and run it again, until it passes.
- Approval points. The places where the assistant stops and a person decides, such as before any import.

Keep the main instructions short, and put detail in the reference files. A short set of instructions is easier for the assistant to follow and easier for your team to maintain.

SEE ALSO

Build reusable AI assistant instructions for a content job 29
Split reference material for a reusable AI assistant workflow 30
Tools that make AI edits to Author-it XML repeatable 31

Content jobs to make repeatable with an AI assistant

Not every job is worth building reusable instructions for. Build them when a job meets two or more of these:

- It happens often, such as every release, every week, or for every new topic.
- It must be consistent, such as style checks, titles, or glossary definitions.
- A mistake would be costly or hard to find, such as changes imported into many topics.
- More than one person does it.
- It has steps people skip under pressure, such as a final check.

Good first candidates are style checks, short descriptions, glossary and index entries, and translation reports. A job done once a year by one person is usually better as a saved request.

SEE ALSO

Build reusable AI assistant instructions for a content job 29
Repeatable AI assistant workflows for content 26

Build reusable AI assistant instructions for a content job

Build reusable instructions from what actually goes wrong, rather than from a guess. Start small, and add only what fixes a real problem.

1. Do the job once with an ordinary request, and note every place your AI assistant went wrong or needed correcting.

   For example, in a job that writes short descriptions, you might note that the assistant repeated the title in three descriptions, and typed out a product name that should have stayed a variable.

2. Collect a few real cases with results you know are right, to test against.

   Start with three, and grow the set to twenty or more for **testing against known results** (see "Test reusable AI assistant instructions against known results" on page 33) after every change.

3. Write the shortest instructions that fix the problems you noted.

   Start with the description, the goal, and the steps. Add a rule only when a test shows it is needed, such as "Keep every variable as a variable; never type out its value" after a test case loses one.

4. Move detail into **reference files** (see "Split reference material for a reusable AI assistant workflow" on page 30), and add examples and checklists.

   Where your style guide, terminology, or templates are kept in one place, such as in your organization's Author-it library, have the reference files point to them, so the instructions always use the current version.

5. Add an approval point before anything that changes an Author-it library.
6. Ask a new conversation, with no history, to do the job using only the instructions. The new conversation has only what the instructions give it, so it shows what is missing.
7. Compare its results with the known results, revise the instructions, and repeat until they match.

Save the instructions where your assistant keeps reusable instructions, and record who owns them.

SEE ALSO

Parts of a reusable AI assistant instruction set 27
Test reusable AI assistant instructions against known results 33
Share reusable AI assistant instructions with a team 34

Split reference material for a reusable AI assistant workflow

Give each step of a workflow only the reference material it needs. An AI assistant holding a whole style guide for a step about titles attends less well to the title rules.

1. Divide the reference material by the step that uses it.

   For example, one file for title rules, one for step rules, one for terminology, and one for the definition rules of a glossary.
2. In each step of the instructions, name the file to read and when.

   For example, “Before you write titles, read the title rules file.”
3. Keep each file to one subject, and give it a name that says what it holds.
4. When the style guide changes, update the file that holds the changed rule.

SEE ALSO

Parts of a reusable AI assistant instruction set 27
Build reusable AI assistant instructions for a content job 29

Tools that make AI edits to Author-it XML repeatable

For a change you make often, have an AI assistant decide what to change, and have a tool you've tested make the change. A tool makes the same change the same way every time; an assistant might not.

An assistant is good at judgment, such as deciding which topics are procedures, or which words name a button. It is less reliable at exact work across a long file, such as keeping every code, reference, and space as it was. A tool is the reverse.

When to build a tool

- You'll make the same kind of change more than a few times.
- The change touches many objects, or large ones.
- A mistake would be hard to find, such as a lost reference or a changed identifier.
- Several people need to make the change the same way.

What a safe tool does

- It makes one named change, and refuses anything else.
- It edits the XML where it stands, so everything it wasn't asked to change stays exactly as it was.
- It writes only the objects that changed into the import file.
- It checks the result against the schema, confirms every reference still points at an object, and reports any reference that disappeared.
- It writes nothing when a check fails, rather than part of the change.
- It lists every difference between the original export and the file it wrote.

SEE ALSO

Build a tool for a repeated change to Author-it XML 32
Safe AI edits to Author-it XML 38

Build a tool for a repeated change to Author-it XML

Build a tool that makes one kind of change to Author-it XML exactly, so an AI assistant can use it instead of editing the XML itself. You don't need to write code yourself.

1. Use an AI assistant that can write and run code, such as Claude Code.
2. Describe the change, and what a **safe tool** (see "Tools that make AI edits to Author-it XML repeatable" on page 31) must do.

   For example, "Build a tool that changes the template of a topic in an Author-it XML export, changes nothing else, writes only the changed topics, and refuses to write a file that fails a schema check."
3. Give the assistant exports of the kind of objects the tool will change, to build and test with.
4. Ask the assistant to run the tool with no change, and confirm the file it writes matches the export exactly.

   A tool that changes a file it wasn't asked to change can't be trusted with one it was.
5. Ask the assistant to run the tool on your known cases, and compare the results with the known results.
6. Save the tool with your reusable instructions, and add a step telling the assistant to use the tool for this change.

SEE ALSO

Tools that make AI edits to Author-it XML repeatable 31
Test reusable AI assistant instructions against known results 33

Test reusable AI assistant instructions against known results

Test reusable instructions against cases whose right result you already know. Run the tests whenever the instructions, their tools, or your AI assistant changes.

1. Collect real cases with known right results.

   Start with the cases that went wrong before. Twenty or more is a good set, covering ordinary and difficult objects, such as a topic with a table, an embedded topic, a variable, and an image.

   For example, for instructions that write short descriptions, a case is a topic whose approved short description you already have. Keep a copy of the topic with the description removed, and the approved description to compare against.
2. Run the instructions on every case, and compare each result with the known result. For example, check that each new short description says what its approved one says, in about the same length, and follows the same rules.
3. Read what the assistant did, not only what it produced.

   A right result reached the wrong way, such as by skipping a check, will fail on a harder case. For example, if the assistant wrote a good description without reading the rules file the instructions name, the next topic may not be so easy.
4. Run the cases more than once where consistency matters, and require every run to pass. For example, run each case three times. If one run in three repeats the title, the instructions leave too much to chance.
5. Add a case for every new mistake you find, and run the full set again after every change. For example, if the instructions once typed out a variable's value, add a topic with a variable in its first sentence to the set.

SEE ALSO

Build reusable AI assistant instructions for a content job 29
Maintain reusable AI assistant instructions 35

Share reusable AI assistant instructions with a team

Share reusable instructions from one place, so the whole team uses the same tested version.

1. Name an owner for each set of instructions.
2. Keep the instructions, their reference files, tools, and test cases together in one shared location.

   Some assistants let an administrator share instructions with everyone in an organization. Otherwise, use a shared folder or a version control system.
3. Record every change, with the reason and the date.

   For example, “28-October-2026: added a rule to keep variables as variables, after a short description typed out a product name.”
4. Before releasing a change to the team, run **test cases** (see “Test reusable AI assistant instructions against known results” on page 33).
5. Tell the team when instructions change, and remove old copies.

SEE ALSO

Maintain reusable AI assistant instructions 35
AI assistant policies for content teams 17

Maintain reusable AI assistant instructions

Reusable instructions go out of date when the style guide, the product, or your AI assistant changes. Maintain them like any other document.

1. Turn every mistake and review comment into a change to the instructions, or a new check.
2. Keep a list of known mistakes in a reference file, and add a step that checks results against it.
3. Remove facts that date, such as release numbers, and point to where the current fact is found instead.

   For example, replace “The current release is 2026.R4” with “Find the current release number in the newest release notes topic.”
4. Run **test cases** (see “Test reusable AI assistant instructions against known results” on page 33) when the assistant’s model changes, even if nothing else has.
5. Review each set of instructions on a fixed schedule, such as every release, and retire instructions nobody uses.

SEE ALSO

Test reusable AI assistant instructions against known results 33
Share reusable AI assistant instructions with a team 34

SECTION 05

AI assistant imports into an Author-it library

Every change an AI assistant makes to objects in an Author-it library arrives as an Author-it XML import. The assistant imports topics itself. For any other object, the assistant writes an Author-it XML file, and you import the file in Author. Both kinds of import match each object in the file to an object in the library by its GUID, the identifier every object carries. If the library already holds an object with that GUID, the import replaces it with the object in the file. If it doesn't, the import creates a new object.

An import also does the following:

- It replaces every library object that has a matching object in the file, even when the file holds no change to it.
- It records the person who imported the file as the last editor of every object it replaces.
- It keeps the previous version of each replaced object in the object's edit history.
- It doesn't change the definition of any variable. A new value for a list variable must be added in Author first.

Before an assistant's import starts, Author-it Cloud checks the whole file: that it is valid Author-it XML, that the topics come from the same Author-it library, that every object they refer to is in the library or in the same file, that no other user is editing them, and that you have permission to change or create each one. If any check fails, nothing is imported, and the assistant tells you each problem Author-it Cloud found.

SEE ALSO

Safe AI edits to Author-it XML 38
Undo an AI assistant import 39

Risks of AI assistant changes to an Author-it library

When an AI assistant changes content in an Author-it library, a mistake can spread to many places. An import replaces objects, can't be canceled after it starts, and can reach every book that uses the objects it changes.

These are the mistakes to guard against:

- Replacing the wrong object. Every object has a Globally Unique Identifier (GUID). If an assistant copies a topic to start a new one and keeps the original GUID, the import replaces the original.
- Breaking a reference by accident. Topic text holds links, images, embedded topics, and variables. When an assistant rewrites a sentence, it can copy one of these as plain text instead of as the reference, such as typing out the words of an embedded topic. The topic looks the same, but it no longer changes when the shared content changes, and a link or an image can stop working.
- Inventing an identifier. An assistant can make up a GUID that looks right and points at nothing, or at the wrong object.
- Changes that look valid. A file can pass every structural check and still hold an empty table cell or a missing paragraph.
- Changes nobody asked for. An assistant can tidy spacing, reword a sentence, or reorder content while making the change you did ask for.

Each of these is preventable. **What an import does** (see "AI assistant imports into an Author-it library" on page 36) and **safe AI edits to XML** (see "Safe AI edits to Author-it XML" on page 38) cover the practices that prevent them.

SEE ALSO

AI assistant imports into an Author-it library 36
Safe AI edits to Author-it XML 38

Safe AI edits to Author-it XML

These practices keep a bad AI edit out of an Author-it library, and give you a way back if one gets in.

Change as little as possible

Ask an AI assistant to change only the objects, and the parts of each object, that the job needs. Everything else, including codes, GUIDs, spaces, and references, must stay exactly as it was. Import only the objects that changed.

Keep every identifier

Never let an assistant change an object's code or GUID, or invent one. To change an object, keep its GUID. To create one, give it a new GUID.

Caution: If an assistant copies a topic as the starting point for a new topic and keeps the original GUID, the import replaces the original topic with the new one.

Check the change, not only the file

A file can be valid against the Author-it XML schema and still be wrong. A safe change is checked in three ways before it is imported:

- It is validated against the Author-it XML schema by an XML validator, because an assistant can report that a file is valid when it hasn't checked it.
- Every object it refers to is confirmed to exist in the library, or in the same import file.
- It is compared with the original export, difference by difference. A difference nobody asked for is a fault.

Keep references and variants intact

Ask the assistant to keep every reference to a variable, embedded topic, image, and hyperlink, and never to replace a variable with the text it stands for. Change a variant only when the change applies to that variant alone.

Keep a backup export

Before an assistant changes objects, ask it to export every object it will change, and save the export where you can find it, with a name that says what it holds and when, such as the job and the date. If the change goes wrong, importing the export puts the objects back. Keep the export until the change has been checked and published. Each replaced object's previous version also stays in its edit history, but restoring many objects one by one takes much longer than importing a saved export.

Test the change on one object first

Before a change reaches many objects, have the assistant make it to one object and import it. Open the object in Author and check it, and publish one book that uses it and check the output. A problem found on one object is quick to put right. When the object is right, ask the assistant to make the change to the rest. If you have a test library, or a test folder of copies, test there instead: connect the assistant to the test library, or import into the test folder.

SEE ALSO

Undo an AI assistant import 39
Tools that make AI edits to Author-it XML repeatable 31

Undo an AI assistant import

Put objects back after an AI assistant import went wrong.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Put the changed objects back in one of these ways:
   - If you saved **a backup export** (see "Safe AI edits to Author-it XML" on page 38) before the change, ask the assistant to import it, or import it yourself in Author.
   - If you have no saved export, in Author, open each object's edit history, and restore the version from before the import.
2. In Author, delete any object the bad import created. Importing an export doesn't remove objects that weren't in it.
3. Open each object, and check it.
4. Find out why the change went wrong, and **fix the request** (see "Improve an AI assistant request that gave poor results" on page 23) before you run it again.

SEE ALSO

Safe AI edits to Author-it XML 38
Improve an AI assistant request that gave poor results 23

Edit existing topics with an AI assistant

Have an AI assistant change topics that are already in an Author-it library, and import them back.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).
- You have permission to change each topic, in its folder and in its release state.
- No other user is editing the topics.

1. Ask the assistant to propose the change for each topic, and review it.

   For example, "In the topics of the Administration Guide book, replace log in with sign in where it means entering a password. List each change with the object code and the sentence before and after."

2. Ask the assistant to save an export of the topics, change one topic, and show you every difference between the original and the changed XML.

   If something goes wrong, the saved export puts the topics back. If anything changed that you didn't ask for, such as a code, a GUID, or a reference, tell the assistant to start again from the export.

3. When the first topic is right, ask the assistant to change the rest and import them. The assistant passes the topics to Author-it Cloud directly, or, for a large file, gives you an upload link to open, or uploads the file itself if it can run commands on your computer. If Author-it Cloud finds a problem, nothing is imported, and the assistant tells you each problem, such as a file that isn't valid Author-it XML, a topic from another Author-it library, a reference to an object that doesn't exist, or a topic you don't have permission to change. Ask the assistant to fix them, and import again.

The assistant reports each topic it updated. If a topic is wrong, **import the saved export** (see "Undo an AI assistant import" on page 39) to put it back.

SEE ALSO

Safe AI edits to Author-it XML 38
Undo an AI assistant import 39

Create new topics with an AI assistant

Have an AI assistant create new topics that follow your organization's rules, and import them into an Author-it library.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).
- You have permission to create topics in the folder they go in.
- Every folder, template, variable, and hyperlink object the new topics use exists in the library.

The assistant's own import creates and changes topics only. For any other object, including a new folder, template, variable, or hyperlink object, the assistant writes a file, and you **import it in Author** (see "Import an AI assistant's XML file in Author" on page 42) before the topics.

1. Tell the assistant which rules the new topics must follow, and where they are kept. For example, your style guide, your content guidelines or a standard such as DITA, your terminology, and what each template is for. If they are topics in your organization's Author-it library, give their object codes. **Reusable instructions** (see "Repeatable AI assistant workflows for content" on page 26) can point the assistant at them every time.
2. Ask the assistant to find what it can reuse, and to propose the topics.

   For example, "Using our style guide and content guidelines in the Standards book, propose the topics for the attached notes: a title, a template, and a one-line purpose for each. Search the library for shared steps, notes, and hyperlink objects to reuse, and for an existing topic of each kind to use as a model. List anything the rules don't cover."
3. Ask the assistant to write the new topics, each with a new GUID and based on the right template, check them against the rules, and import them.

   For example, "Write the approved topics, give each a new GUID, put them in the Installation folder in the Draft release state, and check each one against our style guide before you import them. List anything you weren't sure of."

Caution: A new topic that keeps the GUID of its model replaces the model. If Author-it Cloud finds a problem, nothing is imported, and the assistant tells you each problem.

SEE ALSO

Safe AI edits to Author-it XML 38
Import an AI assistant's XML file in Author 42

Import an AI assistant's XML file in Author

Import an Author-it XML file an AI assistant wrote for objects it can't import itself, such as index entries, images, hyperlinks, books, folders, and templates.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to validate the file against the Author-it XML schema with an XML validator, and to list every object it creates and every existing object it changes. Also ask it to take the GUID of every existing object the file refers to, such as a template, a style, or a topic a link points at, from an export of that object, never from memory. Author uses these GUIDs to find the objects in the library.
2. Save the file where you can open it from Author.
3. In Author, import the file, starting with a file that holds one object.

   Ask the assistant for a file with one object first. If you have a test library, import into it instead.
4. In the **Object Mapping** window, check that every new object is mapped to **(New Object)**, and every existing object you meant to change is mapped to itself.

   If any other existing object is listed, the file would replace it. Cancel the import, and ask the assistant to give that object a new GUID.
5. Select **Next**, and in the **Object Relation Mapping** window, check that every related object is mapped to the object you expect.

   Author maps each related object, such as a template, a style, or a link target, by its GUID. A relationship that isn't mapped, or is mapped to the wrong object, usually means the assistant invented a GUID, or left out the details Author needs to find the object. To fix one relationship, select its **Mapped Object** field, select the **[...]** button, select the right object, and then select **OK**. If several relationships are wrong, cancel the import, and ask the assistant to write the file again with the GUID of each related object taken from an export.
6. Select Next to run the import, then open the imported objects, and check them.
7. When the first object is right, import the rest of the file.

SEE ALSO

Create new topics with an AI assistant 41
Safe AI edits to Author-it XML 38

SECTION 06

Content jobs for an AI assistant in Author-it Cloud

Planning and research jobs for an AI assistant

Planning and research jobs with an AI assistant find and summarize content in an Author-it library before you write or change anything. They only read the library.

Find an existing topic with an AI assistant before writing a new one

Before you write a topic, ask an AI assistant to look for one that already covers the subject. Updating or reusing an existing topic costs less than writing, translating, and maintaining a second one.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Describe the subject, and ask the assistant to search for topics that cover it.

   For example, “Is there a topic about rotating API keys? Search topic names and text, including other words people use for it, such as renewing or replacing a key. Read the five closest matches, and tell me which one covers the subject, with its object code, or say that none does.”
2. In Author, open the best match, and decide whether to reuse it, update it, or write a new topic.

SEE ALSO

Find the topics a product change affects with an AI assistant 44
Create new topics with an AI assistant 41

Find the topics a product change affects with an AI assistant

When a product changes, ask an AI assistant to find every topic that mentions what changed, so nothing is left out of date at release.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Give the assistant the description of the change, and ask it to find and confirm every affected topic.

   For example, “Here is the release note for the new export options. Search for topics that mention the Export dialog box or the Include images option. Read each one, and list the topics that describe the old behavior, with the object code and the sentence that needs changing.”

   A name held in a variable isn’t found by its value. Give the assistant the variable’s name as well.

The list is the scope of the update. To make the changes, **update the topics** (see "Update topics for a renamed feature with an AI assistant" on page 52).

SEE ALSO

Update topics for a renamed feature with an AI assistant 52
Find topics that need review with an AI assistant 45

Find topics that need review with an AI assistant

Ask an AI assistant to find topics that need attention: topics stuck in a review state, or released topics nobody has changed for a long time.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant which release states mean a topic is waiting for review, and to find the topics in them.

   For example, "List the release states in this library. Then find the topics in the Review state that nobody has changed for 30 days, and give me a table of the object code, title, release state, date last changed, and who changed it last."

   To find stale content instead, ask for released topics in a folder or book that haven't changed since a date.

SEE ALSO

Find the topics a product change affects with an AI assistant 44
Review recent changes across a library with an AI assistant 71

Explore an unfamiliar book with an AI assistant

Ask an AI assistant to explain how a book is organized before you work in it, such as when you join a team or take over a guide.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to export the book and summarize it.

   For example, "Export the Administration Guide book. Summarize its sections, the kinds of topics in each, the templates they use, and their release states. Point out anything unusual, such as topics in a draft state, or templates no other topic uses."

   A book's export lists its contents as summaries. The assistant reads the topics separately, up to 25 at a time.

SEE ALSO

Build a content inventory with an AI assistant 46

Build a content inventory with an AI assistant

Ask an AI assistant to list the content in one or more books, with the details you need for an audit or a migration plan.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Name the books and the details you need, and ask the assistant to build the inventory as a spreadsheet.

   For example, “For every topic in the User Guide and the Installation Guide books, list the object code, title, template, release state, folder, and date last changed, as a spreadsheet. Read the topics in batches, and tell me if you stop before the end.”

   A large inventory takes many requests. If the assistant reports that it made too many requests, wait, and ask it to continue.

SEE ALSO

Explore an unfamiliar book with an AI assistant 45
Clean up folders and release states with an AI assistant 71

Quality review jobs for an AI assistant

Quality review jobs with an AI assistant check content against rules and report what needs fixing. They only read the library; the fixes are separate jobs.

Keep the rules these jobs check against, such as your style guide and term list, in one place the assistant can read for itself, rather than attaching a copy to each request. The best place is your organization's Author-it library, as topics the assistant reads through its connection; a shared site or file server also works. Then point **reusable instructions** (see "Repeatable AI assistant workflows for content" on page 26) at that place, so every check uses the current rules and nobody has to name them each time.

Check topics against a style guide with an AI assistant

Ask an AI assistant to read topics and report where they break the style guide. Nothing in your organization's Author-it library changes, so this is a safe first job, and the report becomes the list of work for later jobs.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant where the style guide is, and ask it to check the topics.

   For example, "Using our style guide, which is the Style Guide book in this library, read the topics in the Installation Guide book. Give me a table with one row for each place a topic breaks a rule: the object code, the text, the rule, and a suggested correction. Say when you aren't sure."

   With reusable instructions that hold your style check and know where the style guide is, the request can be as short as "Run our style check on the Installation Guide book." An assistant can report a problem that isn't there. If several are wrong, give it a clearer rule or an example, and run the check again.

SEE ALSO

Apply style guide formatting with an AI assistant 51
Improve an AI assistant request that gave poor results 23

Check topic structure against content guidelines with an AI assistant

Ask an AI assistant to check whether each topic holds what the content guidelines say a topic of its kind should hold. The guidelines can be your organization's own, or a standard such as DITA.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant where the content guidelines are, and ask it to check the topics against them.

For example, “Our content guidelines are in topic 1234: a procedure topic has a one-sentence purpose, then numbered steps, each starting with a verb, and an explanation topic has no numbered steps. Read the topics in this book, decide which kind each one is, and list every topic that doesn’t follow its guideline, with the reason. List separately any topic that mixes the two.”

With reusable instructions for this check, the request can be as short as “Check the structure of the topics in this book against our content guidelines.”

To fix what the check finds, **move topics to the right template** (see “Move topics to the right template with an AI assistant” on page 51), or **split or combine topics** (see “Split or combine topics to match content guidelines with an AI assistant” on page 52).

SEE ALSO

Move topics to the right template with an AI assistant 51
Split or combine topics to match content guidelines with an AI assistant 52

Check titles and headings with an AI assistant

Ask an AI assistant to check topic titles against your rules for titles, such as whether each title follows the pattern for its kind of topic, or makes sense on its own in a search result.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Tell the assistant where the rules for titles are, and ask it to check the titles in a book. For example, “List every title in this book that starts with How to or Using, uses title case, or wouldn’t make sense in a search result with no guide around it. Propose a replacement for each, following the title rules in our style guide.”

   With reusable instructions for this check, the request can be as short as “Check the titles in this book against our title rules.”

To apply the new titles, **edit the topics** (see “Edit existing topics with an AI assistant” on page 40), and update each topic’s description to match.

SEE ALSO

Check topics against a style guide with an AI assistant 47

Check terminology with an AI assistant

Ask an AI assistant to check topics against approved terminology. Consistent terms help readers, search, and translation.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Tell the assistant where the term list is, and ask it to find the terms to replace. For example, "Using the term list in our Terminology topic, search the topics in this book for every term to avoid. Read each match, and list the ones that should change, with the object code, the sentence, and the approved term. Leave out matches where the term is correct in context."

   With reusable instructions that know where the term list is, the request can be as short as "Check the terminology in this book."

To apply the changes, **update the topics** (see "Update topics for a renamed feature with an AI assistant" on page 52).

SEE ALSO

Check topics against a style guide with an AI assistant 47
Update topics for a renamed feature with an AI assistant 52

Find content that raises translation costs with an AI assistant

Ask an AI assistant to find writing that makes translation cost more, before you send a book for translation.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to read the book, and group what it finds by kind.

   For example, "Read the topics in the User Guide book and find what will raise translation cost: the same instruction written in different ways, long or complex sentences, inconsistent terms, and text typed in many topics that could be one shared topic. Group the findings by kind, with object codes and a suggested fix for each."

To fix them, **turn repeated text into shared content** (see "Turn repeated text into shared content with an AI assistant" on page 54), **rewrite in plain language** (see "Rewrite topics in plain language with an AI assistant" on page 53), or **check terminology** (see "Check terminology with an AI assistant" on page 48).

SEE ALSO

Turn repeated text into shared content with an AI assistant 54
Plan a translation update with an AI assistant 68

Check documented labels and names against the product with an AI assistant

Ask an AI assistant to compare the names of controls, screens, settings, and parts in topics with the names the product itself uses, such as the text of a software interface, or the labels on a machine and its parts list.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Give the assistant the product's own list of names, or tell it where the list is kept, and ask it to compare the topics with it.

For software, for example, “The attached file holds the interface text of the new release. List every button, menu, and field name in the Administration Guide that doesn’t match it exactly, with the object code and the correct label.”

For equipment, for example, “The parts list for the X1000 printer is in topic 1234. List every part name or part number in the Maintenance Guide that doesn’t match it exactly, with the object code and the correct name or number.”

To apply the corrections, **update the topics** (see “Update topics for a renamed feature with an AI assistant” on page 52).

SEE ALSO

Update topics for a renamed feature with an AI assistant 52

Check a translation against its source with an AI assistant

Ask an AI assistant to compare translated topics with their source, to find sentences that are missing, numbers that differ, or text left untranslated.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Ask the assistant to compare the source topics with their translations.

   For example, “Compare the English topics in the Installation Guide with their German translations. For each topic, list missing sentences, numbers or names that differ, and text left in English.”
2. Send the findings to a reviewer who reads the language, who decides what to change. An assistant can spot gaps, but a person who reads the language decides whether a translation is right.

SEE ALSO

Find translation jobs with an AI assistant 66

Content update jobs for an AI assistant

Content update jobs with an AI assistant change topics already in an Author-it library. The assistant imports changed topics itself; changes to other objects go through a file you import manually.

Apply style guide formatting with an AI assistant

Have an AI assistant apply the paragraph and character styles a style guide calls for, such as a UI label style on every button name, so content looks the same in every output and keeps its meaning.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Topic text refers to each style object by its object code, so the assistant can apply only styles that already exist in your organization's Author-it library.

1. Tell the assistant where the style guide's rules for paragraph and character styles are, and ask it to propose the changes.

   For example, "Using the rules for styles in our style guide, find every paragraph or word in the Installation Guide book whose style breaks a rule, such as a button name in bold instead of the UI Label style, or a numbered step typed as an ordinary paragraph. List each with its object code and the style it should have. Change only styles, never words."

SEE ALSO

Check topics against a style guide with an AI assistant 47
Edit existing topics with an AI assistant 40

Move topics to the right template with an AI assistant

Have an AI assistant move topics onto the template that matches their content, so each topic gets the structure, styles, metadata, and output settings its template supplies.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Give the assistant the list of topic templates and what each is for, and ask it to propose a template for each topic.

   For example, "These are our topic templates and what each is for. For each topic in this book based on Normal Template, propose the template that matches its content, with the reason."

SEE ALSO

Check topic structure against content guidelines with an AI assistant 47
Split or combine topics to match content guidelines with an AI assistant 52

Split or combine topics to match content guidelines with an AI assistant

Have an AI assistant split topics that hold too much, or combine topics that hold too little, according to the content guidelines. The guidelines can be your organization's own, or a standard such as DITA.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant where the content guidelines are, and ask it to propose the splits and combinations.

   For example, "Using our content guidelines in topic 1234, read the topics in this book and propose which to split or combine. For each, give the new titles and what each topic will hold. A topic that is split keeps its GUID, so links to it still work."
2. Ask the assistant to save an export of the topics, then change them, create the new topics, and import them all.

   Ask it to keep every reference and image, in whichever topic it now belongs.

   Ask the assistant also to remove from the contents any topic that a combination made redundant.

SEE ALSO

Check topic structure against content guidelines with an AI assistant 47
Create new topics with an AI assistant 41

Update topics for a renamed feature with an AI assistant

Have an AI assistant update topics when a feature, screen, or setting is renamed, reading each mention so the surrounding sentence still makes sense.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

If the name is held in a variable, change the variable's value in Author instead. That is one edit, and nothing needs importing.

1. Give the assistant the old name, the new name, and anything else that changed, and ask it to propose the changes.

   For example, "The Publish dialog box is now called Publish book, and it has moved to the File menu. Find every topic that mentions the Publish dialog box, and propose the changed sentence for each, with the object code."

SEE ALSO

Find the topics a product change affects with an AI assistant 44
Edit existing topics with an AI assistant 40

Write short descriptions with an AI assistant

Have an AI assistant write the opening sentence of each topic that lacks one: a sentence that says what the topic is for and why the reader needs it.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant where the rules for short descriptions are, and give it some good examples, and ask it to propose the descriptions.

   For example, "Using the rules for short descriptions in our style guide, and topics 1234, 1240, and 1251 as examples, propose one sentence that says what the topic is for, for each topic in the User Guide with no short description, or one that only repeats the title. Give me a table to approve."

   With reusable instructions for this job, the request can be as short as "Write short descriptions for the User Guide."

SEE ALSO

Examples in AI assistant requests 22
Prepare content for chatbots and AI search with an AI assistant 55

Add search keywords and metadata with an AI assistant

Have an AI assistant assign search keywords and other metadata to topics, so readers find them in published search, and authors find them in your organization's Author-it library.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

In Author-it, metadata is held in variables assigned to objects. The assistant can assign a variable only if it exists, and a new value for a list variable must be added in Author first.

1. Tell the assistant which variables to assign and how to choose the values, and ask it to propose them.

   For example, "For each task topic in this book, propose three to five search keywords for the Keywords variable, using the words a reader would search for, not words already in the title. Give me a table to approve."

SEE ALSO

Prepare content for chatbots and AI search with an AI assistant 55

Rewrite topics in plain language with an AI assistant

Have an AI assistant rewrite topics in plain language: shorter sentences, everyday words, active voice. Plain language helps every reader, and reduces translation costs.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant where the plain language rules are, give it an example, and ask it to rewrite one topic first.

   For example, "Using the plain language rules in our style guide, rewrite topic 1234. Keep every step, fact, reference, and image. Show me the original and the rewrite side by side."
2. Have a person who knows the product check that the meaning hasn't changed, then ask the assistant to rewrite the rest in the same way.

SEE ALSO

Find content that raises translation costs with an AI assistant 49
Elements of a reliable AI assistant request 18

Fix accessibility problems with an AI assistant

Have an AI assistant find and fix content that readers who use a screen reader or other assistive technology can't use, such as link text that doesn't name its target, tables with no header row, and images with no alternative text.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Link text and tables are in topics, which the assistant imports itself. Alternative text is on file objects, which go through a file you import in Author.

1. Ask the assistant to check the topics in a book, and the images they use, and to propose a fix for each problem.

   For example, "Using the accessibility rules in our style guide, read the topics in this book, and list link text that doesn't name its target, such as click here, and tables with no header row. Then export the images the topics use, and list images with no alternative text, or alternative text that only repeats the file name. Give the object code and a proposed fix for each, in a table I can approve."

   This fixes the link text and tables.

   This holds the file objects with their new alternative text. They keep their GUIDs, so the import updates them in place.

SEE ALSO

Write image captions and alternative text with an AI assistant 61

Turn repeated text into shared content with an AI assistant

Have an AI assistant find text repeated across topics, such as the same login step typed in twenty procedures, a legal notice, or a disclaimer, and turn it into one shared topic that every topic embeds. The shared text is then written, translated, and updated once.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to find text that says the same thing in different topics, and to propose the shared wording.

   For example, "Read the procedures in this book. Group the steps and paragraphs that say the same thing, even in different words. For each group, propose one wording that reads correctly in every topic, and list the topics it appears in."

   If you already know where the text is repeated, say so. For example, "These eight procedures each type a step for logging in to the portal. Propose one wording that reads correctly in all of them, and list the topics that will embed it."
2. Ask the assistant to save an export of the topics, create the shared topic, change the topics to embed it, and import them all.

   The shared topic needs the template your organization uses for shared content. Check the wording in every topic that embeds the shared topic.

SEE ALSO

Find content that raises translation costs with an AI assistant 49
Create shared safety notices and warnings with an AI assistant 60

Prepare content for chatbots and AI search with an AI assistant

Have an AI assistant prepare topics for chatbots and AI search systems, which answer questions from individual topics rather than whole guides. A topic they can use stands on its own, says what it is about at the start, and carries metadata.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to find topics that don't stand on their own, and propose fixes. For example, "Read the topics in this book, and list each one that depends on another to make sense, such as one that says as described above, or opens without saying what it is about. Propose a fix for each."
2. **Add metadata** (see "Add search keywords and metadata with an AI assistant" on page 53) the chatbot or search system can filter on.

SEE ALSO

Write short descriptions with an AI assistant 53
Add search keywords and metadata with an AI assistant 53

Remove outdated release references with an AI assistant

Have an AI assistant find and remove wording that dates a topic, such as "new in 2025" or "from the next release", once it is no longer true.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Ask the assistant to find release wording and propose changes.

   For example, “Search this book for release wording, such as release numbers, new in, and coming soon. List each match with a proposed change. Where a topic has release variants, say which variant each match is in.”

   Change a variant only when the change applies to that variant alone.

SEE ALSO

Create release or product variants with an AI assistant 63

Content creation jobs for an AI assistant

Content creation jobs with an AI assistant create new content from source material. The assistant imports new topics itself; new objects of other types go through a file you import in Author.

Draft topics from subject matter expert input with an AI assistant

Have an AI assistant turn input from a subject matter expert, such as notes, a work item, an email, or a meeting transcript, into draft topics in your structure and style. The expert then reviews a draft rather than a blank page.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Give the assistant the expert's input, tell it where the style guide is, and name model topics, and ask it to propose the topics.

   For example, "Using the attached notes from the developer and our style guide, propose the topics a reader needs: a title and a one-line purpose for each. Use topic 1234 as the model for a procedure and topic 1240 for an explanation."
2. Ask the assistant to draft the topics, and to list every fact it wasn't sure of rather than guessing.
3. Send the drafts and the list of uncertain facts to the expert to check.

SEE ALSO

Convert a document into topics with an AI assistant 57
Create new topics with an AI assistant 41

Convert a document into topics with an AI assistant

Have an AI assistant split a document into topics and rewrite them into your structure. Use it when the document needs restructuring or rewriting as it comes in.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

For a Word or HTML document that only needs splitting into topics and styling, the Import Wizard in Author is the better route: it applies the same rules every time.

1. Give the assistant the document, tell it where the content guidelines are, and name model topics, and ask it to propose the topics.

   For example, "Propose how to split the attached document into topics that follow our content guidelines in topic 1234: a title for each, and the section of the document it comes from. List any content that doesn't fit a topic."
2. Ask the assistant to write the topics, one section of the document at a time, and to list any content it couldn't place.

An assistant can leave content out without saying so, most often in the middle of a long document.

3. Compare the topics with the document, section by section.

SEE ALSO

Draft topics from subject matter expert input with an AI assistant 57
Elements of a reliable AI assistant request 18

Draft policies and procedures with an AI assistant

Have an AI assistant draft policies, standard operating procedures, and work instructions that reuse the organization's approved clauses and definitions, so approved wording isn't retyped.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Give the assistant the source material and the policy template, and ask it to propose the structure, reusing approved content.

   For example, "Using the attached regulation and the policy owner's notes, propose a data retention policy. Search the library for approved clauses and definitions to reuse, and show which parts reuse existing shared topics and which are new."
2. Ask the assistant to draft the new parts, to embed the shared topics rather than retype them, and to list each regulatory reference with its source.
3. Send the policy for review and approval through the release states your organization uses. Policy and regulated content needs approval from a person qualified to give it. An assistant's draft is a starting point, not an approved policy.

SEE ALSO

Turn repeated text into shared content with an AI assistant 54
Create a checklist from a procedure with an AI assistant 60

Create reference tables from structured data with an AI assistant

Have an AI assistant turn structured data, such as a specification sheet, a parameter list, error messages, or a parts list, into reference topics with tables.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Data must arrive exactly as it is in the source. For anything more than a short table, ask the assistant to **build a tool** (see "Build a tool for a repeated change to Author-it XML" on page 32) that converts the data, rather than retyping it: a tool copies every value the same way every time.

1. Give the assistant the data file and a model reference topic, and agree on how the data becomes topics.

For example, “The attached spreadsheet lists our error codes. Propose how to turn it into reference topics: how many topics, what each one covers, and the columns of the table in each, such as one topic for each product area, with a table of code, message, cause, and solution. Use topic 1234 as the model for how each topic looks.”

2. Ask the assistant to convert the data with a tool, compare every value in the topics with the source file, and report any difference.

   For example, “Build a tool that converts the spreadsheet into the topics we agreed, run it, and compare every value in the topics with the spreadsheet. Don’t retype any value yourself.”

When the data changes, run the same tool on the new data, so the topics are updated the same way.

SEE ALSO

Build a tool for a repeated change to Author-it XML 32
Tools that make AI edits to Author-it XML repeatable 31

Create troubleshooting topics from support tickets with an AI assistant

Have an AI assistant find the problems customers report most, and draft a troubleshooting topic for each one an Author-it library doesn’t yet answer.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

Support tickets come from outside your team and can hold personal data. Read about **hidden instructions in content** (see “Prompt injection: hidden instructions in content an AI assistant reads” on page 15) and **confidential content** (see “Confidential content in AI assistant requests” on page 16) first.

1. Give the assistant the tickets, with names and contact details removed, and ask it to find the gaps.

   For example, “Group the attached tickets by problem. For each problem, search the library for a topic that already answers it. List the problems with no topic, with how often each was reported.”

   Some ticketing and support systems can be connected to an AI assistant, as Author-it Cloud can, so the assistant reads the tickets itself and you don’t have to export them. Ask your administrator whether yours can. If the assistant reads the tickets directly, tell it to leave names and contact details out of everything it writes, and approve every import it proposes.

2. Ask the assistant to draft a troubleshooting topic for each problem you approve: the symptom, the cause, and the solution.
3. Have a support engineer check each solution.

SEE ALSO

Prompt injection: hidden instructions in content an AI assistant reads 15
Draft topics from subject matter expert input with an AI assistant 57

Create shared safety notices and warnings with an AI assistant

Have an AI assistant turn the safety messages in a set of topics into shared notices that every topic embeds, or check that the approved notices you already have are used wherever they apply. A safety message then says the same thing everywhere, and a correction reaches every place at once.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant where the rules for safety notices are, and ask it to propose one notice for each hazard, or to check the notices you already have.

   For example, if you don't have shared notices yet, "Using the safety notice rules in our style guide, find every safety message in this book and group the ones that describe the same hazard. Propose one notice for each hazard, with the signal word, the hazard, its consequence, and how to avoid it, and list the topics that will embed it."

   For example, if you already have approved notices, "Our approved safety notices are the shared topics in the Safety Notices folder. Find every safety message in this book that is typed rather than embedded, and every embedded notice that doesn't match the hazard the topic describes. For each, propose the approved notice that should be embedded instead, or say that none fits."
2. Have a person qualified to approve safety content check every notice.
3. Ask the assistant to save an export of the topics, create any new notices as shared topics, change the topics to embed the approved notices, and import them all.

SEE ALSO

Turn repeated text into shared content with an AI assistant 54
Draft policies and procedures with an AI assistant 58

Create a checklist from a procedure with an AI assistant

Have an AI assistant create a checklist from a procedure, built from the same shared steps, so the checklist and the procedure stay in step.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to propose the checklist items.

   For example, "Read the procedure in topic 1234, and propose which steps become checklist items. Each item will be a shared step that both the procedure and the checklist embed."

2. Ask the assistant to save an export of the procedure, create the shared steps and the checklist, change the procedure to embed the steps, and import them all.

SEE ALSO

Turn repeated text into shared content with an AI assistant 54
Draft policies and procedures with an AI assistant 58

Write image captions and alternative text with an AI assistant

Have an AI assistant write captions and alternative text for images. Captions appear in print and PDF output, and a caption's label decides which list it appears in, such as the table of figures.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Captions and alternative text are on file objects, not topics, so this job uses a file you import in Author. A caption appears only when the file object is in a paragraph of its own, or in a book's contents.

1. Tell the assistant where the rules for captions and alternative text are, and ask it to propose them for the images in a book.

   For example, "Export the images the Installation Guide uses. For each, read the image and the topic it appears in, and propose a caption and alternative text, following the rules for images in our style guide. Alternative text says what the image shows the reader, in one sentence. Give me a table to approve."

   Each caption's label, such as Figure or Table, decides which list it builds. A table of figures lists the captions whose label matches its own Figure label setting.

SEE ALSO

Fix accessibility problems with an AI assistant 54

Add cross-references and related links with an AI assistant

Have an AI assistant propose links between related topics, such as from each procedure to the explanation behind it, and add them.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant to propose the links.

   For example, "Read the topics in this book, and propose links: which topic links to which, and whether the link belongs in the text or in the topic's related links. For each target, check whether a hyperlink object already points at it, and reuse it."

The assistant can import links that use existing hyperlink objects, and related links. It can't create hyperlink objects.

2. Where a link needs a new hyperlink object, ask the assistant to write the hyperlink objects and the topics that use them to a file, and import the file.

   Follow the steps to **import the assistant's file in Author** (see "Import an AI assistant's XML file in Author" on page 42).

SEE ALSO

Edit existing topics with an AI assistant 40
Import an AI assistant's XML file in Author 42

Build an index for a book with an AI assistant

Have an AI assistant propose the terms readers will look up in a book, write an index entry for each, and link each entry to the topics that answer it.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

An index object holds an outline of index entry objects, and each entry links to the topics a reader should find. Index entries aren't topics, so this job uses a file you import in Author.

1. Ask the assistant to read the book and propose the index entries.

   For example, "Read the topics in the User Guide book, and propose index entries: the terms a reader would look up, the topics each should find, and any second-level entries. Include other words readers use for the same thing, such as sign in for log in, pointing at the main entry."

   The file holds the new index entries and the book's updated index object. Each new entry needs a new GUID; the index object keeps its own.

2. Publish the book with the index, and check it.

   If an entry finds no topics, its link to a topic is missing. Ask the assistant to add it, and import the entry again.

SEE ALSO

Build a glossary for a book with an AI assistant 62
Import an AI assistant's XML file in Author 42

Build a glossary for a book with an AI assistant

Have an AI assistant collect the terms a book uses, write a definition for each, and create them as glossary terms.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

A glossary term is a topic placed directly below a glossary object in a book. Its heading is the term, and its text is the definition. The book needs a glossary object; if it has none, add one in Author before you start.

1. Tell the assistant where the rules for definitions and any existing term list are, and ask it to propose the terms.

   For example, "List the terms in the Installation Guide a new reader might not know, with where each appears. Leave out terms already in our Terminology topic. Wait for my approval before you write definitions."
2. Ask the assistant to draft a definition for each approved term, and have a subject matter expert check them.

   For example, "Write a definition for each approved term, following the definition rules in our style guide: one or two sentences, starting with what kind of thing it is, without using the term itself."
3. Ask the assistant to export the book, add the new topics directly below its glossary object, and write the book as an Author-it XML file for you to import.
4. Publish the book, and check the glossary.

A glossary is a **good first job to make repeatable** (see "Build reusable AI assistant instructions for a content job" on page 29): the same rules, checks, and approval point every time a book needs terms.

SEE ALSO

Content jobs to make repeatable with an AI assistant 28
Build an index for a book with an AI assistant 62

Create release or product variants with an AI assistant

Have an AI assistant create variants of topics for a new release, product, or platform. A book lists the primary topic, and publishing selects the variant whose criteria match.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Each variant needs a variant-criteria value, such as a release number. A new value must be added to the variable in Author before the import.

1. Give the assistant the change, and ask it to propose which topics need a variant. For example, "For the 2027.R1 release, the export options change as described in the attached note. For each topic that mentions export options, propose whether it needs a 2027.R1 variant or an edit that applies to every release, and why."
2. Ask the assistant to save an export of the topics, then create the variants, each with a new GUID and its criteria, and import them.

   A topic that has no variants yet changes too, to become the primary topic of its new variant.
3. Publish the book with each set of criteria, and check that the right variant appears.

SEE ALSO

Remove outdated release references with an AI assistant 55
Create new topics with an AI assistant 41

Draft release notes from work items with an AI assistant

Have an AI assistant draft release notes from the work items in a release, written for customers rather than developers.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Work items are written for the development team, and can hold internal or confidential detail. Check what the assistant may read first.

1. Give the assistant the work items, tell it where the release note rules are, and ask it to propose which items need a note.

   For example, "Using the attached work items and the release note rules in our style guide, list the items that change what a customer sees or does, and the items you'd leave out, with why."
2. Ask the assistant to draft a note for each approved item: what changed, and what the customer can now do, with a link to the topic that documents it.
3. Have the developer or tester of each item check its note.

SEE ALSO

Draft topics from subject matter expert input with an AI assistant 57

Assemble a new guide from existing topics with an AI assistant

Have an AI assistant build a new guide, such as a quick-start guide or a guide for one audience, from topics that already exist. The new guide reuses the topics rather than copying them, so it stays up to date.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Describe the guide, and ask the assistant to propose its contents from existing topics. For example, "Propose a quick-start guide for new contributors: the topics from this library it should hold, in order, with their object codes. Mark any gap that needs a new topic." The file holds the new book, with a new GUID, listing the existing topics by their object codes. Tell the assistant what every book in your Author-it library holds, such as a title page, a table of contents, and an index; an assistant building a book doesn't add them unless you ask.
2. Publish the book, and check it.

SEE ALSO

Outline a guide for a new feature with an AI assistant 65
Import an AI assistant's XML file in Author 42

Outline a guide for a new feature with an AI assistant

Have an AI assistant propose the content a new feature needs, and create a book of placeholder topics for authors to write.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Give the assistant the feature's specification, tell it where the content guidelines are, and ask it to propose the topics.

   For example, "Using the attached specification and our content guidelines in topic 1234, propose the topics readers of this feature need: a title, its kind, and a one-line purpose for each. Search for existing topics to reuse."

   Ask the assistant to put the placeholder topics in a release state your publishing profiles exclude.

   The file holds the new book, listing the placeholder topics and what every book in your Author-it library holds.

SEE ALSO

Assemble a new guide from existing topics with an AI assistant 64
Draft topics from subject matter expert input with an AI assistant 57

Create a training course and assessment with an AI assistant

Have an AI assistant build a training course from existing content, with knowledge checks and a final assessment, published to the Honeycomb output format.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

In Honeycomb, a book is a course, and each topic is a slide.

1. Describe the course, and ask the assistant to propose its slides.

   For example, "Propose a 30-minute set of courses for new authors on publishing: the courses, the slides in each, and the topics each slide draws on. Include a knowledge check after each course and a ten-question assessment."

2. Ask the assistant to draft the slides and questions, each question with its right answer and the topic it tests, and have a subject matter expert check them.

   The file holds the course books, each listing its slide topics.

3. Publish the courses to Honeycomb, and take them yourself to check them.

SEE ALSO

Assemble a new guide from existing topics with an AI assistant 64

Translation jobs with an AI assistant

You can run much of the translation job cycle from a connected AI assistant, such as Claude, instead of in Translations: find jobs, export them, import returned translations, and read a job's log.

Before you start, connect an AI assistant to Author-it (see "Connect an AI assistant to Author-it Cloud" on page 6).

From your assistant, you can do the following:

- Find translation jobs and check their details and status.
- Export a translation job to send to your service provider, or for an AI assistant to translate.
- Import returned translations into your organization's Author-it library, as a draft import or a final import.
- Get a translation job's log to diagnose a problem.

Note: You can't create translation jobs from an AI assistant. Create them in Translations.

Find translation jobs with an AI assistant

Ask a connected AI assistant to list translation jobs and show each job's details, so you can decide what to act on next.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Finding jobs only reads information, and never changes content.

- Ask the assistant to list translation jobs. Narrow the results by adding criteria, such as state, source or target language, book name, who created the job, a reference, a service provider, or a date range.

  For example, ask "Show the Author-it translation jobs that were created in the last month and are being translated to French."

  Without a date range, the assistant searches the jobs created in the last year.

For each job, the assistant reports its source and target locales, word counts (new and retranslated), service provider, due date, and current state. If nothing matches, it tells you there are no matching jobs. Use a job's details to confirm it before you export or import it.

Export a translation job with an AI assistant

Ask a connected AI assistant to export a translation job, so you can send the job package to your translation service provider.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

Exporting doesn't change the content in your organization's Author-it library.

1. Ask the assistant to export the job, giving enough detail to identify it.

   For example, ask "Find the translation job for translating the X1000 User Guide to French, then export it."
2. Wait for the assistant to produce the job package (a ZIP file).

   If the job is in a state that can't be exported, such as Out for Translation or Completed, the assistant tells you why and produces nothing.
3. Download the package and send it to your service provider.

   The job moves to the Downloaded state.

   Claude on the web, Claude Code, and Cowork can all give you the file. If the assistant can't, ask it for a download link, or export the job in Translations.

Import returned translations with an AI assistant

After your translation service provider returns the files for a translation job, use a connected AI assistant to import them into your organization's Author-it library as a draft import or a final import.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Tell the assistant the names of the returned files, and ask it to import them into Author-it. Each file's name, without its extension, must match the name of its translation job. If the job is in a state that can't be imported, such as Canceled or Completed, the assistant tells you why and imports nothing.
2. When the assistant asks, choose a draft import or a final import.
3. Confirm the job, target locale, and library if the assistant shows them to you.
4. Open the upload link the assistant gives you, and select the files.

   If the assistant can run commands on your computer, it can upload the files itself instead. Either way, the files' contents never pass through the conversation.

   The import starts when the files arrive, and runs in the background. Ask about the job again shortly to check whether it finished, or ask for its log if its state shows a problem. If a file name doesn't match exactly one job that can be imported, the assistant tells you, and imports the other files.

Get a translation job log with an AI assistant

Ask the assistant for a translation job's log to diagnose a problem with the job, especially when its state shows something went wrong.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Ask the assistant for the log of a specific job.

   For example, “Find my most recent translation job, then get its log.”

   The assistant returns the job’s log entries. If the job has no log, the assistant tells you none was found.
2. Review the log entries the assistant returns.

Plan a translation update with an AI assistant

Ask an AI assistant which topics in a book changed since the last translation job, to plan the next one.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Ask the assistant to find the last job and the topics changed since.

   For example, “Find the last French translation job for the User Guide, and list the topics in that book changed since the job was created, with who changed them.”

   The list is an estimate. The translation job itself decides what is sent.

SEE ALSO

Find translation jobs with an AI assistant 66
Report translation volume and turnaround with an AI assistant 68

Report translation volume and turnaround with an AI assistant

Ask an AI assistant for a report of translation jobs over a period: words sent, by language and provider, and which jobs are late.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see “Connect an AI assistant to Author-it Cloud” on page 6).

1. Ask the assistant to find the jobs and total them.

   For example, “Find the translation jobs created this quarter. Using a tool for the totals, total the new and retranslated word counts by language and by provider, and list the jobs still open past their due date.”

SEE ALSO

Plan a translation update with an AI assistant 68

Jobs for an AI assistant that prepare content for use outside Author-it

These AI assistant jobs turn content in an Author-it library into something you use elsewhere, such as an email or a presentation. They only read the library.

Write a customer summary of content changes with an AI assistant

Ask an AI assistant to summarize what changed in a guide since a date, for a customer email, a newsletter, or a release webinar.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

For example, "Find the released topics in the User Guide changed since 01-September-2026. Summarize the changes that matter to customers in five bullet points, naming the topic for each."

1. Check the summary against the topics before you send it.

SEE ALSO

Draft release notes from work items with an AI assistant 64

Create presentation slides from existing content with an AI assistant

Ask an AI assistant to turn existing content into presentation slides, such as for a release webinar or a training session.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Describe the audience and length, and ask the assistant for an outline.

   For example, "Propose an outline for a 20-minute webinar on the new features in the 2026.R4 release notes, one line for each slide."
2. Correct the outline, then ask the assistant to draft the slides, with the source topic of each point in the speaker notes.

SEE ALSO

Write a customer summary of content changes with an AI assistant 69
Create a training course and assessment with an AI assistant 65

Answer a customer question from published content with an AI assistant

Ask an AI assistant to answer a customer's question from your published content, and name the topics that hold the answer, so the customer can read more.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

1. Give the assistant the question, with personal details removed, and ask for an answer from released content.

   For example, "A customer asks how to cancel a translation import. Answer only from topics in a released state, name each topic you used, and say if no topic answers the question."

2. Check the answer against the topics before you send it.

   A question your content doesn't answer is a missing topic. **Create a topic** (see "Create troubleshooting topics from support tickets with an AI assistant" on page 59) for it.

SEE ALSO

Create troubleshooting topics from support tickets with an AI assistant 59

Library administration jobs for an AI assistant

Library administration jobs with an AI assistant give library administrators a view of an Author-it library as a whole, and help keep it organized.

Review recent changes across a library with an AI assistant

Ask an AI assistant for a summary of what changed in an Author-it library over a period, and who changed it, such as after a large import.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).

For example, "Find the objects changed last week, and summarize the changes by person, folder, and type of object. Use a tool for the counts."

A search with only a date can return many objects. The assistant checks with you before it runs one.

SEE ALSO

Clean up folders and release states with an AI assistant 71
Find topics that need review with an AI assistant 45

Clean up folders and release states with an AI assistant

Ask an AI assistant to compare how folders and release states are used across an Author-it library with how they should be used, recommend what to change, and move topics into the right folders.

PREREQUISITES

- **Your AI assistant is connected to Author-it Cloud** (see "Connect an AI assistant to Author-it Cloud" on page 6).
- You have permission to create topics in each folder the topics move to.

1. Tell the assistant where your conventions for folders and release states are written down, and ask it for a report with recommendations.

   For example, "Our folder and release state conventions are in topic 1234. List the folders and release states in this library. Using a tool for the counts, show how many objects each folder and each release state holds. Compare them with our conventions, and recommend folders to combine, rename, or delete, release states nobody uses, and topics that are in the wrong folder, with the folder each should move to and why."

   The assistant moves a topic by changing its folder in the import. It can move topics only. To move other objects, ask it for a file you import in Author, or move them in Author yourself.

2. In Author, combine, rename, or delete the folders and release states you approved.

SEE ALSO

Build a content inventory with an AI assistant 46
Review recent changes across a library with an AI assistant 71

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