

News and Trends in Software Documentation

AI in Technical Communication

10.12.2025

3:00 – 5:30 PM (CET)

4:00 – 6:30 PM (EET)

Online via Zoom

A Cooperation between:

tekom 
MAGYARORSZÁG

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Agenda

🔗 3:00 PM – 3:30 PM (CET) / 4:00 PM – 4:30 PM (EET)

Monica Chiş: Division of Tasks in Technical Writing: What AI Does Well vs. What Humans Must Ensure

🔗 3:35 PM – 4:05 PM (CET) / 4:35 PM – 5:05 PM (EET)

Işın Öner & Z. Begüm Bengi: Augmenting Human Competence with AI: Insights from a Multi-Phase Research Project on Document Creation and Translation

Agenda

- 🔗 4:10 PM – 4:40 PM (CET) / 5:10 PM – 5:40 PM (EET)
Tze Linn Tan: From Text to Tech: Writing docs for a chatbot
- 🔗 4:45 PM – 5:15 PM (CET) / 5:45 PM – 6:15 PM (EET)
Greg Fazekas: From Writer to Orchestrator: Redefining Technical Writing in the AI Era

3:00 PM – 3:30 PM (CET) / 4:00 PM – 4:30 PM (EET)

Division of Tasks in Technical Writing: What AI Does Well vs. What Humans Must Ensure

Artificial Intelligence is transforming the practice of technical writing, automating tasks such as drafting, editing, and translation with extraordinary velocity. Yet, human expertise remains indispensable for ensuring accuracy, compliance, and user-centered communication. This webinar explores the division of work between AI and human professionals in technical writing. Participants will learn how to identify which tasks can be safely automated, where human oversight is critical, and how to design effective hybrid workflows. By the end of the session, attendees will have a clear roadmap for integrating AI into their documentation processes while safeguarding quality and trust.



Monica Chiș is an independent IT software consultant specialized in helping organizations improve software quality and processes for software development, adopt AI solutions, and enhance technical writing practices. With a background in computer science and extensive experience in software development projects and education, she supports teams in integrating AI tools to optimize documentation workflows and build a culture of continuous improvement.

3:35 PM – 4:05 PM (CET) / 4:35 PM – 5:05 PM (EET)

Augmenting Human Competence with AI: Insights from a Multi-Phase Research Project on Document Creation and Translation

This presentation summarizes the first three phases of a four-step research project examining human–AI collaboration in technical documentation and translation workflows. The project investigates how generative AI tools like ChatGPT can support human expertise in producing high-quality user manual content.

Across all three phases, the findings underscore that AI can enhance productivity and creativity in technical communication only when paired with informed human intervention, redefining AI not as a substitute for human expertise, but as a catalyst for developing new professional and pedagogical competencies in the language services field.



Işın Öner has worked as an academic in Translation Studies since 1983 and is now the head of the Translation Studies Department at Istanbul 29 Mayıs University. She is also the founding partner of *Diye Global Communications*, an LSP company.



Z. Begüm Bengi is a partner of *Diye Global Communications*. She has an academic background in English Language and Literature, Media and Design and Graphic Design.

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From Text to Tech: Writing docs for a chatbot

Introducing AI into a product isn't a one-click wonder, but a journey of learning, experimentation, and continuous improvement. In this presentation, I'll share my personal insights from my experience as someone who started with no AI background and learned firsthand what it takes to manage and enhance the content used by a user-oriented chatbot. From understanding the importance of the documentation that we feed our models to overcoming practical challenges in creating meaningful user interactions, this session explores the lessons, mistakes, and strategies behind making the technical documentation truly work for the chatbot that works for users.



Tze Linn Tan is a Translation Coordinator at *COPA-DATA*.

In this role, she is responsible for the localization of software texts and for the translation management of documentation and marketing projects. She also worked as an English Language Instructor and as a Translator.

4:45 PM – 5:15 PM (CET) / 5:45 PM – 6:15 PM (EET)

From Writer to Orchestrator: Redefining Technical Writing in the AI Era

AI is our most significant evolution yet: shifting from content creators to become architects and orchestrators. We're not just publishing: we design the technical communications pipeline.

As the AI performs data synthesis (from code to content), we focus on providing the irreplaceable layer of expert validation, user empathy, and narrative structure. To lead this change requires a "developer mindset," such as mastering iterative prompting akin to software development for our processes. This new era requires advanced skills to not just adapt, but to define and lead industry transformation.



Greg Fazekas is a Senior Technical Writer at *Cloudera*. He leads the content team's AI tools team, championing practical AI workflows that amplify technical communications. His work focuses on building scalable processes that bridge technological efficiency with human creativity.

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