

# Create Userlane Content with AI

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## Overview

The Content Agent helps you create Guide text faster with the power of AI. It's part of Userlane's mission to make digital adoption simple, fast, and scalable.

With the Content Agent, you can:

- Generate Guide text automatically in your preferred language
- Reduce time and effort spent on manual writing
- Scale globally when combined with Auto-Translate
- Deliver consistent, high-quality content across your organization

Already have Guide text that needs improvement? Check out [Refine Content with AI](#) to learn how to make existing text more concise, clear, friendly, or professional.

## Prerequisites

Before using the Content Agent, ensure you have:

- Editor access in the Userlane Portal
- Familiarity with the Recording Mode in the Editor
- A clear understanding of the Guide's purpose and target audience

## Why We Built the Content Agent

Creating high-quality, localized content can be time-consuming. The Content Agent makes this easier by:

- Drafting text automatically in your organization's language
- Helping you scale Guides across multiple languages
- Reducing the cost and effort of content creation
- Enabling faster time-to-value and adoption ROI

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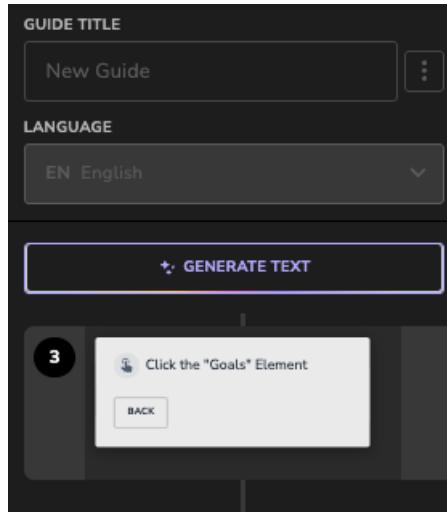
## How to Generate Guide Text

### 1. Record your Guide

In the Editor, start Recording Mode. As you navigate your application, click on the UI elements you want to include --> each click records a step in your Guide. Continue until you've captured all the necessary steps.

### 2. Stop recording and generate content

After recording all your steps, stop Recording Mode. Click the **Generate text** button in the Editor toolbar. A generation window will appear in the middle of the screen.



### 3. Add context

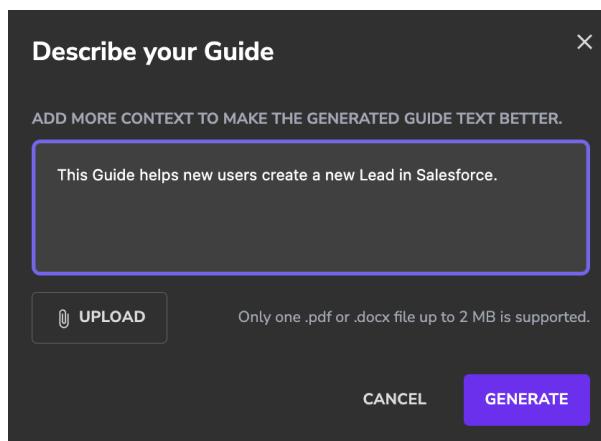
Enter a short description to help the Content Agent understand what your Guide is about. The more specific context you provide, the better your draft will be.

#### Good context examples:

- "This Guide helps users create a new lead in Salesforce and shows them where to click and which important fields to fill out."
- "This Guide walks new employees through their first expense report submission, including receipt upload and manager approval."
- "This Guide shows customer service reps how to escalate a support ticket to Tier 2 when specific conditions are met."

#### Poor context examples:

- "Help users" (too vague)
- "Salesforce guide" (lacks detail about the specific task)
- "How to use the system" (no specific objective)



#### Optional: Upload supporting documentation

You can also upload a .pdf or .docx file to provide the Content Agent with additional context. This is particularly useful when:

- You have detailed process documentation

- Technical terminology needs to be precise
- Your organization has specific style guidelines

**Supported file types:** PDF (.pdf), Word (.docx)

#### **4. Click 'Generate'**

The Content Agent will draft text for each step in your Guide based on your context and the recorded elements.

#### **5. Review and edit the generated text**

The Content Agent drafts text for each step in your Guide. Review the text carefully and consider:

- Does the tone match your organization's communication style?
- Is technical terminology accurate and consistent?
- Are the instructions clear for your target audience?
- Does each step guide users effectively to the next action?

Make any edits as needed. When you're satisfied, save your changes --> your Guide text is ready to publish.

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## **Tips for Best Results**

### **Be specific in your context description**

Include the task goal, target users, and any important details about required fields or critical steps. The more context you provide, the more accurate and relevant your generated text will be.

### **Use file uploads for complex processes**

If your Guide involves technical procedures or specific terminology, upload reference documentation to improve accuracy. This helps the Content Agent understand your organization's language and standards.

### **Choose the right level of detail**

Consider your users' experience level. New users need more guidance and explanation; experienced users prefer concise, direct instructions.

### **Review for accuracy**

Always verify that generated content matches your application's actual UI and workflow, especially after application updates. The Content Agent generates text based on the context you provide and the elements you recorded, but human review ensures accuracy.

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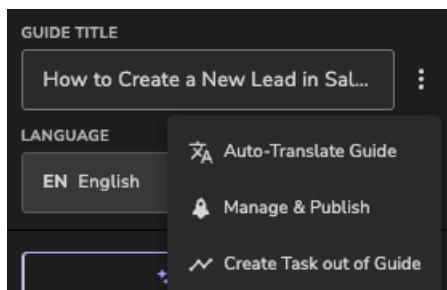
## **Go Global with Auto-Translate**

Combine the Content Agent with Auto-Translate to scale your content across multiple languages in just a few clicks.

To auto-translate your Guide text:

1. Click the three-dot menu next to your Guide title.

2. Select Auto-translate.
3. Choose the languages you'd like Userlane AI to translate your content into.



Userlane automatically generates localized versions of your Guide text, so you can deliver consistent experiences to users around the world, instantly.

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## Troubleshooting

### **The generated text doesn't match my application's terminology**

- Upload a reference document with your organization's terminology
- Provide more specific context about technical terms in the context description
- Manually edit the generated text to match your style guide
- Consider using the [Refine Content with AI](#) feature to adjust tone and clarity

### **The generated text is too long/short**

- Adjust your context description to specify the desired level of detail
- Mention your target audience's experience level in the context
- Use the [Refine Content with AI](#) feature to make text more concise after generation

### **Need more help?**

Contact our support team through the [Contact Us](#) page.

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