

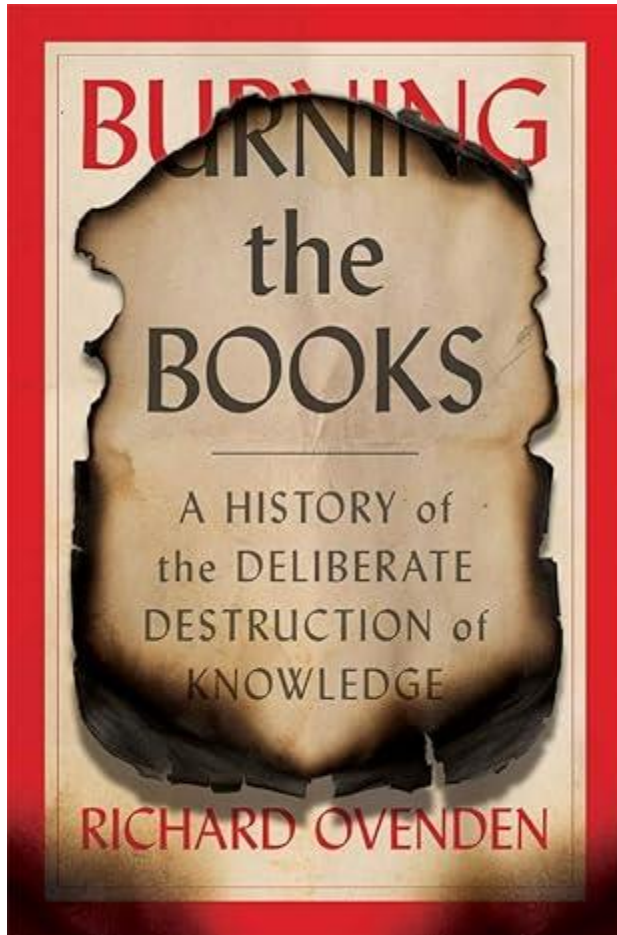


# Tangoing with AI

Enhancing team efficiency with  
automated documentation

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**THIS IS A CLiC PRESENTATION**



“Knowledge can be vulnerable, fragile and unstable. There can be no access without preservation.”

- Richard Ovenden

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- Importance of Documenting
  - Inefficiencies of traditional methods
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## Respond in the chat

Does your library currently create staff manuals or step-by-step instructions?

# Importance of Documenting

- Knowledge Retention
- Training and Onboarding
- Consistency
- Productivity
- Collaboration

# Inefficiencies of the Traditional Method

- Manual processing
- Time consuming
- Difficult to update
- Formatting consistency
- Still useful in certain instances

# What is Automated Documentation?

- Using technology to streamline and simplify the documenting process.

# Digital Adoption Platforms

- Software that helps guide users through key tasks and providing contextual information
- Captures engagement and workflow information on the backend, which can be used later for insight and analytics.



# Introducing Tango

- One example of a Digital Adoption Platform
- Web Browser Extension
- Quick and easy to use
- Capture screenshots automatically
- Generate procedural steps on the go
- Interactive walkthroughs
- Analytics

*Tango*

**DEMONSTRATION**

**TANGO.US**

# Real-World Applications

- Onboarding & Training
- New Software adoption
- Customer Service
  - User engagement
- Reoccurring tasks
- Institutional Knowledge

## Similar Platforms

- Scribe



- Snagit



- WalkMe



# Putting a Documenting System in Place

- Define Standards
- Select a tool
- Create Templates
- Review and Updating process
- Promote the importance of documentation among employees

[clicweb.org/aspencat/quick-guides/](http://clicweb.org/aspencat/quick-guides/)

# Things to consider when introducing new technologies to the workplace

- Change Fatigue
  - Resistance to change
- Implement gradually
- Clear communication & expectations

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