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Short communication

Utilization of AI tools in documentation processing: practical use cases

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Introduction

The rapid growth and complexity of organizational documentation have driven the adoption of AI tools to automate tasks such as document generation, classification, analysis, summarization, knowledge extraction and compliance checking, improving efficiency and accuracy. However, their increasing use raises concerns about transparency, reliability, and accountability, particularly in regulated sectors. The EU AI Act addresses these through a risk-based framework, guiding compliant AI integration. In line with this, Alkaloid AD Skopje has established internal policies to govern the responsible use of AI tools (Brainster, 2026; EU AI act, 2024).

Materials and methods

Microsoft Copilot was used as an AI-powered enterprise solution that brings together advanced language models and customizable agents to support and improve documentation workflows, especially in regulated environments. AI agents were created as software tools that can independently or semi-independently handle tasks like analyzing, summarizing, generating, and organizing documents using machine learning and natural language processing. Within Microsoft Copilot, these agents were developed specifically to make documentation processing more efficient and easier to manage (Microsoft Learn, n.d. Draft, analyze, and present with Microsoft 365 Copilot, Microsoft Learn, n.d. Introduction to Agents, All about AI Agents, Brainster, Foundations of AI Literacy Academy, 2025).

Results and discussion

Use case 1: Reference standards calculator

Objective

Extracts reference standard quantities from analytical procedures, calculates total amounts required, and presents the results in a structured table.

Description

The Reference Standards Calculator is a Microsoft Copilot agent that extracts reference standard quantities from analytical procedures and calculates the total amount required for each standard. (Microsoft Learn, n.d. Introduction to Agents, All about AI Agents, Brainster, Foundations of AI Literacy Academy, 2025).

Use case 2: CoA Assistant

Objective

Calculates the remaining shelf life or retest period at CoA review, expressed as a percentage of the total shelf life or retest period.

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Description

The CoA Assistant is a Microsoft Copilot agent that extracts manufacturing and expiry/retest dates from CoAs and calculates the remaining shelf life as a percentage of the total shelf life.

(Microsoft Learn, n.d. Introduction to Agents, All about AI Agents, Brainster, 09.2025).

Use case 3: Specifications Overview Agent

Objective

Automatically extracts, standardizes, and organizes parameters from Release and Shelf-Life specification, documents into a structured Excel format, enabling efficient comparison, improved data consistency, and streamlined documentation processing.

Description

The Specification Overview Agent automatically extracts and structures data from Release and Shelf-Life specification PDFs. It identifies key analytical parameters, acceptance criteria, and testing frequencies, and transfers them into a predefined Excel table. The agent distinguishes between Release and Shelf-Life data, avoids duplicate entries, and converts unstructured content into a standardized format, improving consistency, accuracy, and efficiency (Microsoft Learn, n.d. Introduction to Agents, All about AI Agents, Brainster, 09.2025).

Use case 4: Regulatory documents flow

Objective

The purpose of this workflow is to automatically fill a predefined Excel table with data.

Description

The Regulatory Documents Flow is a workflow developed in the Power Automate application that performs a series of automated actions triggered when a document is uploaded to a designated SharePoint folder. Upon saving the document, the flow automatically adds a new entry to the predefined Excel table, assigning a sequential number, recording the date of upload, and capturing the document name (Microsoft Learn, n.d. Build a Microsoft Power Automate Flow, Microsoft Learn, n.d. Use Copilot in Power Automate).

Benefits

The main benefits of these use cases include reduced risk of manual calculation errors, improved consistency of outputs, faster processing of documentation tasks, and easier handling of repetitive activities. They also support employees by simplifying tasks that would otherwise require additional manual checking and calculation (Brainster, AI for Business Leaders Academy, 2026).

Alignment with the EU AI Act

From the perspective of the EU AI Act, these use cases represent an AI-supported tool in a regulated environment. Although not intended for autonomous decision-making, their output may affect documentation accuracy and therefore require controls such as human oversight, traceability, and transparency. Accordingly, they should be used as a support tool, with final validation remaining under human responsibility and governed by internal policies (EU AI act, 2024).

Compliance approach

The outputs of the AI agents and flows are reviewed by the user before use in official documentation, ensuring reliability and alignment with EU AI Act principles (EU AI act, 2024).

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