

Generative AI Use Cases PDF Page

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Prepared: 26 October 2026 · **Primary keyword:** generative ai use cases pdf · **Search volume:** not checked (keyword tool out of credits); verify in Search Console.

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PART 1: Page plan

Item	Decision
Final URL	<code>https://uncodemy.com/generative-ai-use-cases-pdf</code>
Intent (anti-cannibalisation)	BUSINESS USE CASES for generative AI. Tools are on a separate tools guide page; projects are on the project ideas page.
Why not thin	Explainer-style sections, FAQs and cross-links make the page useful even without a download
Schema	WebSite, Organization, Breadcrumb, CollectionPage, FAQPage (only FAQs visible on the page). PDF <code>ItemList</code> provided commented, to enable after titles are final
Share image	<code>https://uncodemy.com/image/logo-og.jpg</code> for now; custom 1200x630 card recommended

PART 2: Page content (copy-paste ready)

SEO Title (38 chars):

Generative AI Use Cases PDF | Uncodemy

Meta Description (139 chars):

Download the generative AI use cases PDF from Uncodemy: uses by business function, risks and controls, and a framework for a first project.

H1: Generative AI Use Cases PDF Downloads **Breadcrumb:** Home > Generative AI Use Cases PDF **Final URL:** `https://uncodemy.com/generative-ai-use-cases-pdf`

Byline: Prepared by the Uncodemy trainer team `[CONFIRM: author name and role]` · Reviewed by `[CONFIRM: reviewer name and role]` · Last reviewed: `[DATE]`

Quick Answer

This page offers Uncodemy's generative AI use cases guide as a PDF download. It lists practical uses by business function, explains what generative AI is good and poor at, and gives a simple framework for choosing and measuring a first use case.

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What generative AI is good at

Generative AI systems produce new text, images, code, audio or structured output from instructions. They are strong at drafting, summarising, rewriting, translating, classifying messy text, extracting fields from documents and answering questions in natural language. They are weaker at tasks that need guaranteed accuracy, precise arithmetic without tools, up-to-date facts they were not given and decisions with legal or safety consequences. The most successful business uses keep a person responsible for the result and use the model to save time on the first draft, the search or the routine step. Treat the examples below as patterns to adapt, not guarantees of savings.

Use cases by business function

Function	Example use case	Human role
Customer support	Draft replies from a knowledge base; summarise long ticket threads; route tickets	Agent reviews and sends
Marketing	Draft campaign variants, product descriptions and social posts in a defined style	Marketer edits, checks facts and brand rules
Sales	Summarise calls; draft follow-up emails; prepare account briefings	Salesperson verifies details
HR and recruiting	Draft job descriptions; summarise policy questions	HR checks compliance and avoids automated decisions on candidates
Finance and operations	Extract fields from invoices; summarise reports; explain variances	Analyst validates numbers
Software engineering	Code completion, test generation, documentation, explaining legacy code	Developer reviews and tests
Legal and compliance	Summarise contracts; compare clauses; first-pass document review	Lawyer reviews all outputs
Education and training	Create practice questions, explanations, personalised study plans	Instructor checks accuracy
Data and analytics	Natural-language questions over data; explanation of charts; SQL drafting	Analyst checks queries and results

Patterns that recur across use cases

Pattern	How it works	Example
Draft and review	Model writes a first draft; a person edits	Support replies, marketing copy
Summarise	Model condenses long text	Meeting notes, long reports
Extract	Model pulls structured fields from messy text	Invoices, resumes, forms
Classify and route	Model labels text into categories	Ticket triage
Search and answer	Model answers questions from your documents with citations	Internal knowledge assistant
Transform	Model converts format, language or tone	Translation, rewriting
Act with tools	Model calls functions under supervision	Look up an order and draft a response

Risks and controls

Risk	What can happen	Control
Hallucination	Confident but wrong statements	Ground answers in sources, show citations, human review for important output
Data privacy	Sensitive data sent to a provider or leaked in outputs	Data classification, redaction, vendor terms, access control
Bias	Unfair or skewed outputs	Test across groups, keep humans in decisions about people
Prompt injection	Documents or users override instructions	Treat external text as untrusted, limit tool permissions
Intellectual property	Unclear rights over inputs or outputs	Policy and legal review
Cost growth	Usage grows beyond the budget	Budgets, caching, smaller models for simple tasks

A framework for picking a first use case

1. List repetitive tasks that involve reading or writing text and take real time.
2. Score each on value, frequency, risk if wrong and data availability.
3. Choose one with high value, low risk and clear success measures.
4. Define the metric before starting, such as minutes saved per ticket or edit rate of drafts.
5. Run a small pilot with real users and a comparison group or baseline.
6. Review errors, update the design and decide whether to scale, change or stop.

Example scoring table

Task	Value	Risk if wrong	Data ready?	Start here?
Summarise internal meeting notes	Medium	Low	Yes	Yes
Draft support replies from the help centre	High	Medium	Yes	Yes, with review

Decide loan approvals	High	Very high	Partly	No, not as an automated decision
Generate legal advice for customers	High	Very high	No	No

Measuring success

- Time saved per task, measured before and after.
- Quality: edit rate, error rate on a sampled review, user ratings.
- Adoption: share of eligible tasks actually using the tool.
- Cost: model usage and support costs against savings.
- Risk indicators: complaints, escalations, privacy incidents.

Common mistakes

- **Starting with the technology instead of a problem.**
- **No baseline**, so benefits cannot be proved.
- **Full automation of high-risk decisions.**
- **Ignoring change management** and user training.
- **Underestimating evaluation and maintenance effort.**

Example before and after for a pilot

Measure	Before (baseline)	After (pilot)	How measured
Time to draft a support reply	[measure]	[measure]	Timed sample of 50 tickets
Edit rate of drafts	Not applicable	[measure]	Share of drafts changed before sending
Customer satisfaction on pilot tickets	[measure]	[measure]	Existing survey
Cost per ticket	[measure]	[measure]	Finance data plus model cost

Change management matters

Many pilots fail not because of the model but because people are not trained, do not trust the output or find the tool disconnected from their workflow. Involve the people who do the work from the start, explain what the tool can and cannot do, show how to check results quickly and collect their feedback. Agree who owns the tool, who answers questions and what happens when it is wrong.

Related Uncodemy resources

- [Generative AI Tools Guide PDF](#)
- [AI Agent Use Cases PDF](#)
- [Generative AI Project Ideas PDF](#)
- [LLM Application Development Guide PDF](#)

Learn with a trainer [use only the line that is true]

- **Generative AI / Agentic AI course:** [CONFIRM URL]. [CONFIRM] Planned course: link only once the page is live; otherwise use <https://uncodemy.com/all-courses>

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Frequently Asked Questions

What are common use cases of generative AI in business?

Drafting and summarising text, answering questions over company documents, extracting data from documents, classifying and routing requests, code assistance and content creation.

What are the risks of generative AI?

Hallucinations, data privacy issues, bias, prompt injection, intellectual property questions and uncontrolled cost. Each needs controls and human oversight.

How do I choose a first generative AI use case?

Pick a frequent, text-heavy task with clear value, low risk if wrong, available data and a measurable success metric.

Can generative AI replace employees?

Most effective deployments assist people with drafting, searching and routine steps. Outcomes depend on the task and how the work is redesigned.

How do I measure the success of a generative AI project?

Compare time, quality, cost and risk indicators with a baseline from before the pilot.

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