

Prompt Engineering



Agenda

- ✓ Art of Prompting Overview
- ✓ Art of Prompting Hands-on
- ✓ Write Effective Prompts Best Practices
- ✓ Write Effective Prompts Hands-on

Art of Prompting Overview



The art and science of prompting

Prompts are how you ask Copilot to do something for you — like creating, summarizing, editing, or transforming.

Think about prompting like having a conversation, using plain but clear language and providing context like you would with an assistant.

1. Tell Copilot what you need

Learn about projects and concepts:

"What is [Project X] and who are the key stakeholders working on it?"

Edit text:

"Check this product launch rationale for inconsistencies."

Transform documents:

"Transform this FAQ doc into a 10-slide onboarding guide."

Summarize information:

"Write a session abstract of this [presentation]."

Create engaging content:

"Create a value proposition for [Product X]."

Catch-up on missed items:

"Provide a summary of the updates and action items on [Project X]."

The art and science of prompting



To get the best response, it's important to focus on some of the **key elements** when phrasing your Copilot prompts.

2. Include the right prompt ingredients

What response do you want from Copilot?

Goal

Why do you need it and who is involved?

Context

Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3+" brand campaign. Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly.

Source

Which information sources or samples should Copilot use?

Expectations

How should Copilot respond to best meet your expectations?

The Art and Science of prompting



Following up on your prompts helps you collaborate with Copilot, to gain more useful, tailored responses.

3. Keep the conversation going



Generating content ideas

Lead with broader requests, then give specific details about the content.



Enabling insightful meetings

Request a meeting recap, then ask for more information about what you should know.



Storytelling assistance

Ask Copilot to write a story, then guide it by giving more specific, relevant details.



Gaining insights

Ask for a summary of a specific file, then ask relevant questions to gain deeper insights.



Translating languages

Ask Copilot to translate a sentence to one of the supported languages, then ask for more context or a regional dialect.



Solving technical problems

Present a technical problem, then narrow it down, or ask for step-by-step guidance.

Example - Include Details



Try the following two prompts using Copilot for Word and compare the responses you get.

Which prompt gave you a richer and more concise blog post draft?

Prompt 1: Write a blog post about sustainable practices in agriculture.

Prompt 2: Craft a 1500-word blog post for a general audience interested in sustainability, focusing on the significance and benefits of sustainable agricultural practices like organic farming and agroforestry. Include real-world examples, innovative technologies, and insights from reputable sources. Conclude with a reflection on the importance of these practices and a call for collective efforts to embrace them.

Goal

Context

Source

Expectations

Example – Using Goal first, Context second



Prompt : Craft a blog post outlining the benefits to maintaining a healthy work-life balance and different methods to achieve it. Meditation has been a practice for centuries and is known for reducing stress. For instance, mindfulness meditation has shown positive effects on mental health.

The Importance of Work-Life Balance

In today's fast-paced world, maintaining a healthy work-life balance is more important than ever. A good balance between work and personal life can lead to improved mental and physical health, increased productivity, and overall happiness.

Benefits of a Healthy Work-Life Balance

- **Mental Health:** Individuals with a balanced life can better manage stress and negative emotions, contributing to a healthier mental state. ①
- **Physical Health:** A healthy balance often includes time for exercise and rest, leading to improved physical well-being. ①
- **Productivity:** When employees feel balanced, they are more engaged and productive at work. ①
- **Personal Fulfillment:** Achieving work-life balance allows individuals to pursue hobbies, spend time with loved ones, and enjoy personal growth. ①

Methods to Achieve Work-Life Balance

- **Set Boundaries:** Establish clear lines between work and personal life to ensure time for both. ②
- **Time Management:** Prioritize tasks and use tools like calendars and apps to manage your schedule effectively. ③
- **Flexibility:** Be open to adjusting your schedule to accommodate personal needs without compromising work commitments. ④
- **Mindfulness:** Incorporate practices like meditation to manage stress and stay present in the moment. ④

Meditation and Work-Life Balance

Meditation has been practiced for centuries and is known for its stress-reducing benefits. Mindfulness meditation, in particular, has shown positive effects on mental health, making it a valuable tool for achieving work-life balance. ⑤

Conclusion

By understanding the importance of work-life balance and implementing strategies to achieve it, individuals can enjoy a more fulfilling and successful life, both professionally and personally.

Feel free to expand on each section with more details and personal insights. Remember to include examples and actionable tips to engage your readers and provide them with practical advice. Good luck with your blog post!

Goal

Context

Source

Expectations

Example – Using Context first, Goal second



Prompt: Meditation has been a practice for centuries and is known for reducing stress. Mindfulness meditation, for example, has shown positive effects on mental health. Given this, craft a blog post outlining the benefits of meditation and how it helps to maintain a healthy work-life balance.

The Mindful Balance: Harnessing the Power of Meditation for Work-Life Harmony

In today's fast-paced world, finding a harmonious balance between work and personal life can be challenging. The ancient practice of meditation offers a refuge, a moment of stillness in the midst of chaos, and a tool to navigate the demands of modern life with grace and resilience.

Understanding Meditation

Meditation is more than just a relaxation technique; it's a profound practice that nurtures the mind, body, and soul. It allows individuals to step back, observe their thoughts, and gain perspective. Regular meditation cultivates a sense of inner peace that extends beyond the meditation cushion into every aspect of life.

Benefits for the Mind and Body

- 1. Stress Reduction:** At the core of meditation's myriad benefits is its ability to significantly lower stress. By calming the mind, meditation reduces the production of stress hormones, leading to a more relaxed state of being.
- 2. Enhanced Focus:** Meditation trains the brain to concentrate on the present moment, improving attention span and the ability to focus on tasks at hand.
- 3. Emotional Well-being:** Regular practice fosters an overall sense of well-being, elevating mood and fostering a positive outlook on life.
- 4. Improved Sleep:** Meditation can lead to better sleep patterns, allowing for deeper rest and rejuvenation.
- 5. Increased Resilience:** By promoting emotional balance, meditation helps individuals respond to challenges with a clear and calm mind.

Meditation and Work-Life Balance

Incorporating meditation into daily routines can be transformative for work-life balance. It offers a pause to reset and realign with personal values and goals. Mindfulness meditation, in particular, encourages living in the present, which can lead to more meaningful interactions with loved ones and more productive and satisfying work experiences.

Practical Tips for Integrating Meditation

- 1. Start Small:** Begin with just a few minutes a day and gradually increase the duration as you become more comfortable with the practice.
- 2. Create a Routine:** Set aside a specific time each day for meditation to establish a consistent habit.
- 3. Find a Quiet Space:** Choose a peaceful area where you can meditate without interruptions.
- 4. Use Guided Meditations:** If you're new to meditation, guided sessions can provide structure and help you learn various techniques.
- 5. Be Patient:** Like any skill, meditation takes time to develop. Be patient with yourself and recognize that each session is a step toward greater balance.

Conclusion

Embracing meditation is a step toward mastering the art of work-life balance. It equips individuals with the tools to navigate life's ups and downs with composure and purpose. By investing time in meditation, we invest in our well-being and create a foundation for a balanced, fulfilling life.

Context

Goal

Source

Expectations



Example - Provide Specific Instructions (Expectations)

Copilot is built to take action

Tell Copilot what **“to do”** or what **“not to do”**

Prompt 1: Write an overview of how Microsoft 365 Copilot help improve productivity in enterprises. **Generate 3 bullet points**

Prompt 2: Summarize the latest Microsoft AI announcements for a keynote speech on stage at Ignite, Microsoft's annual conference. **Do not include any announcements from before January 2024 and ensure to highlight the impact of these innovations.**

Goal

Context

Source

Expectations



Practice- Iterate and Regenerate

The first result isn't the final or best response.

If you're not satisfied with the results, revise your prompt, and try again!

Round 1: Write about advancements in renewable energy technologies

Round 2: Write a technical article discussing recent advancements in renewable energy technologies, focusing on solar and wind energy, for an audience of engineers and environmental scientists.

Round 3: Compose a detailed technical article for engineers and environmental scientists exploring recent advancements and innovations in renewable energy technologies, with a focus on solar and wind energy. Discuss the scientific principles behind these technologies, their efficiency improvements, and real-world applications. Refer to recent research papers, patents, and industry reports for accurate and up-to-date information.

Goal

Context

Source

Expectations

Try these
three prompts
in order

See how the
responses can
improve each
time!

Review: Key Elements of a Prompt

Prompt Key Elements Example	Write the Prompt
<p>Goal/Intent: "Catch up with a missed project meeting"</p> <p>Context: "I'm a project manager"</p> <p>Source/Specific Information: Meeting transcript and materials</p> <p>Expectations (instructions): "Summarize in a list format, for ease of readability"</p>	<p>I'm a project manager who missed our latest catch-up meeting. Using <code>/[meeting-transcript]</code> and this file shared during the meeting <code>/[file]</code>, summarize in a list any key updates and un-answered questions.</p>
<p>Goal/Intent: "To understand exception handling"</p> <p>Context: "I'm new to software development"</p> <p>Source/Specific Information: "Working on a Python project"</p> <p>Expectations (instructions): "Want the response to be easy to understand, without super technical vocabulary"</p>	<p>I'm a new software developer working on a Python project. Can you explain how to implement exception handling in Python like I'm five years old?</p>

Goal

Context

Source

Expectations

Write Effective Prompts – Best practices

How to Write an Effective Prompts

Do



- Be clear and specific
- Keep it conversational
- Give examples
- Ask for Feedback
- Write legibly
- Check for accuracy
- Provide details
- Be Polite

Don't



- Be Vague
- Request inappropriate or unethical content
- Use slang, jargon, or informal language
- Give conflicting instructions
- Interrupt or change topics abruptly

Be Clear and Specific

Provide specific instructions to Copilot, such as a topic, purpose, tone, and required length.

Example - Specify the Format in Tables


Prompt

What are the benefits of Microsoft Microsoft 365 Copilot? List them in a table format and include the columns: Feature and Benefits

Microsoft 365 Copilot can generate output like documents, reports, summaries, stories and more.

Detailing the desired output type enhances the results.

Ask for your requirements then append your prompt with "**Format this as [insert your chosen style]**"


 **Copilot**
Can you please explain in one ...

What are the benefits of Copilot for Microsoft 365? List is in table format and include columns feature, benefits




Microsoft 365 Copilot is an AI-powered productivity and collaboration tool that can help you work more efficiently and effectively. Here are some of the key features and benefits of using Copilot for Microsoft 365:

Feature	Benefits
AI-powered productivity	Copilot can help you complete tasks faster and easier, with access to a wide range of tools and resources.
Collaboration	Copilot can help you work more effectively with your colleagues by providing a single user experience across multiple applications.
Data protection	Copilot operates within your organization's security and compliance boundaries, ensuring that your data is always protected.
Extensibility	Copilot can be expanded to include additional functionality, allowing you to customize it to meet the specific needs of your organization.
Early access program	Participants in the Microsoft 365 Copilot Early Access Program receive additional engineering support to deploy Copilot and promote adoption. They also have the opportunity to test use cases and provide feedback to influence the development of the product. ¹

These are just some of the many benefits of using Copilot for Microsoft 365. If you would like to learn more, I would be happy to provide additional information.

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1 reference ▾

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Example - Specify the Format in a List

I am new to the project manager role, and I need to run my first ever internal adoption campaign for our newly purchased product, Microsoft 365 Copilot. I need to cover both the technical pre-requisites and the user-focused side of adoption. Itemize a plan of action for me in a list format

Asking Copilot to itemize the actions by using bulleted lists makes it easier to digest the content.

Don't forget to ask it to format its response to how you like it.

I am new to the project manager role and I need to run my first ever internal adoption campaign for our newly purchased product, Copilot for Microsoft 365. I need to cover both the technical pre-requisites and the user-focused side of adoption. Itemize a plan of action for me in a list format

To run your first internal adoption campaign for Copilot for Microsoft 365, covering both technical prerequisites and user-focused adoption, here's a structured plan of action:

Technical Pre-requisites:

1. **Tenant Setup:** Ensure your tenant is set up at least a week before the scheduled workshop date for Copilot activation. ¹
2. **Microsoft 365 Apps:** Deploy Microsoft 365 Apps to your users. ²
3. **Microsoft Entra ID:** Confirm all users have Microsoft Entra ID accounts. ³
4. **OneDrive for Business:** Enable OneDrive for Business for file restore and management features. ⁴
5. **Outlook:** Transition users to the new Outlook for Windows or MacOS. ⁴
6. **Teams:** Configure Teams settings for Copilot integration. ⁵

User-Focused Adoption:

1. **Community Engagement:** Join the Copilot for Microsoft 365 Community in Viva Engage for tips and tricks. ⁶
2. **Training Sessions:** Schedule and promote live virtual training courses for different time zones. ⁷
3. **Resource Accessibility:** Provide access to top resources, user guides, and Viva Learning courses. ⁸
4. **Feedback Mechanism:** Create actionable insights from standardized surveys during readiness sessions. ⁶
5. **Personalized Experience:** Leverage data from usage patterns and quick questionnaires to personalize user experience. ⁹
6. **Adoption Strategies:** Explore user enablement strategies and adoption methods for Microsoft Copilot for Microsoft 365. ¹⁰

Remember to communicate clearly with your team, provide ample resources, and be available to address any questions or concerns they may have during the adoption process. Good luck with your campaign!

1 TechExcel: Elevate your Co... 2 FastTrack M365 Copilot D... 3 Field FAQ - Microsoft 365 ... +7

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Example - Specify the Format in a Code Block

Write a PowerShell script that will list all SharePoint sites that are hubs. Use a code block to format your program.

With Copilot, you can target a specific technology (e.g., *PowerShell*) and a specific functionality (e.g., *listing hub sites*)

Write a PowerShell script that will list all SharePoint sites that are hubs. Use a code block to format your program.

Here is a PowerShell script that will list all SharePoint sites that are hubs:

```
# Connect to SharePoint Online
Connect-PnPOnline -Url https://yourtenantname.sharepoint.com -UseWebLogin

# Get all hub sites
$hubSites = Get-PnPHubSite

# Loop through each hub site and get its properties
foreach ($hubSite in $hubSites) {
    # Get the hub site's URL
    $hubSiteUrl = $hubSite.SiteUrl

    # Get the hub site's title
    $hubSiteTitle = (Get-PnPSite -Includes Title).Title

    # Output the hub site's URL and title
    Write-Output "Hub Site URL: $hubSiteUrl"
    Write-Output "Hub Site Title: $hubSiteTitle"
}
```

Make sure to replace yourtenantname with the name of your SharePoint tenant. You will also need to have the SharePoint PnP PowerShell module installed and be connected to your SharePoint Online tenant to run this script.

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Practice : Be Specific and Clear

Initial Prompt	Potential Issues	Revised Prompt
Summarize this meeting transcript	<i>May not capture all relevant details or may omit critical information</i>	Analyze this meeting transcript and summarize the meeting, especially all the key points made by <Adele>
Rewrite this document to be more concise	<i>Lack of context on which sections to prioritize or maintain</i>	Rewrite the introduction and conclusion of this document to be more concise while preserving the main points.
Write a personal narrative about a memorable experience	<i>Could generate a narrative that lacks depth or detail, possibly producing a generic story without emotional resonance or vivid imagery.</i>	Write a personal narrative about a memorable experience you had in nature, using vivid sensory details and emotions.
Draft a response to this customer complaint	<i>Too generic; the tone, solutions offered, or the depth of the response may not match company standards or the complaint's severity</i>	Draft a polite response to this customer's complaint about shipping delays, offering a 10% discount on their next order.
Summarize the product reviews from our latest launch	<i>Could result in a too-general summary that doesn't provide actionable insights</i>	Summarize the top three positive and top three negative points from the product reviews of our latest smartphone launch.

Give Feedback



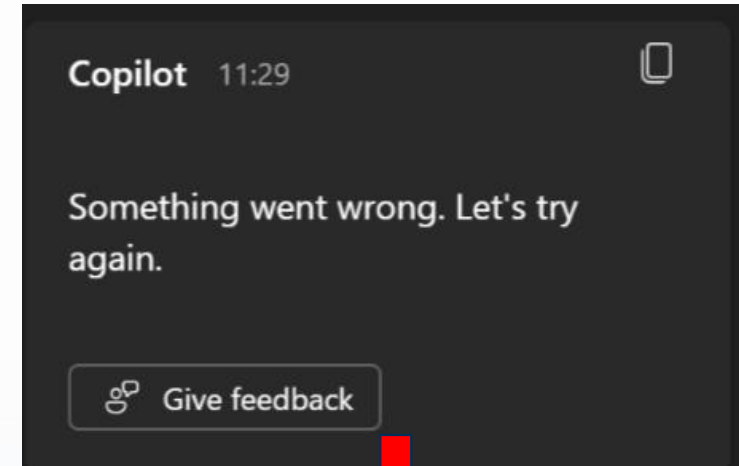
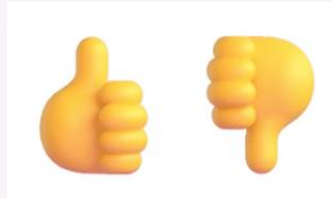
Give feedback to Copilot,
based on the quality of its responses

This will empower Copilot
to deliver you your ideal output.

Give Feedback

Submitting feedback when it produces good or bad outputs helps the Microsoft product team to investigate deeper! Your feedback is key to helping us continue to improve Copilot for all users, so please share your thoughts and experiences!

Submit it via the thumbs up and thumbs down icons!



Feedback to Microsoft

What went wrong?

Give as much detail as you can, but do not include any private or sensitive information.

Share my prompt and generated response, relevant content samples, and additional log files? *

☒ Yes ☐ No

contextData.json

Signed in as imanbo@microsoft.com. [Learn more](#) about how this data is used and your rights. By pressing Submit, your feedback will be used to improve Microsoft products and services. [Privacy statement.](#)

Submit

Cancel

Example - Give Feedback

Prompt

This sentence is too vague, can you be more specific?

Thank you, this is much better. Can you please add a sentence that summarizes the main point of the paragraph?

Don't give up after your first prompt if you don't get your ideal response. Giving Copilot feedback let's it adapt the output and deliver what you expect!

Why Viva Dashboard is useful? Pls use one sentence

Viva Dashboard provides fast and easy access to information and job-related tasks, enabling quick task completion and fostering collaboration to help you stay focused on reaching company goals. 1

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1 reference

FCFR: 9617ms

14 March 2024 at 18:16

This setence is too vague, can you be more sopesific?

Viva Dashboard provides a personalized and curated experience for employees, enabling quick task completion, fostering collaboration, and helping them stay focused on reaching company goals. It offers a central destination for employees to discover company resources, complete tasks, and stay up to date with critical information without leaving their flow of work. 1 2 3 4 5 6

Copy

2 of 30 responses AI-generated content may be incorrect 1 2 3 4 5 6

6 references

FCFR: 18751ms

14 March 2024 at 18:18

Thank you. Can you please add a sentence that summarizes the main point of the paragraph?

In summary, Viva Dashboard is a central destination for employees to discover company resources, complete tasks, and stay up to date with critical information, all while staying in their flow of work.

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Give Examples

Use clear and specific keywords/phrases when asking Copilot to write a piece of text for you.

This helps Copilot generate
a more relevant response

Example - Give Examples

Prompt

Write a catchy slogan for a new brand of toothpaste that whitens teeth and freshens breath, using the following example for inspiration: “Good things never change.”

AI excels at imitation
Large language models work
by mimicking human conversations



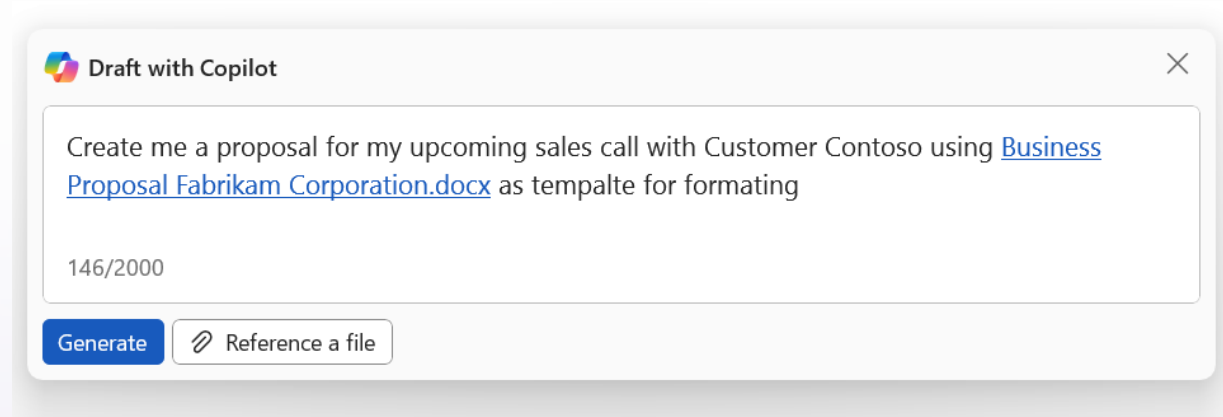
Give examples of what you'd like the
output to look like.

Example - Give Examples

Prompt

Create me a proposal for my upcoming sales call with my Customer Contoso, using Business Proposal Fabrikam Corporation.docx as a template

Providing a sample sentence, paragraph, or existing document to Copilot offers a guideline and enhances the quality of the output.



This ensures it is formatted is a friendly and ideal way, minimizing the time you need to spend reviewing and mending your Copilot generated draft.

Ask For Feedback

Requesting feedback from Copilot helps it to understand your needs and preferences

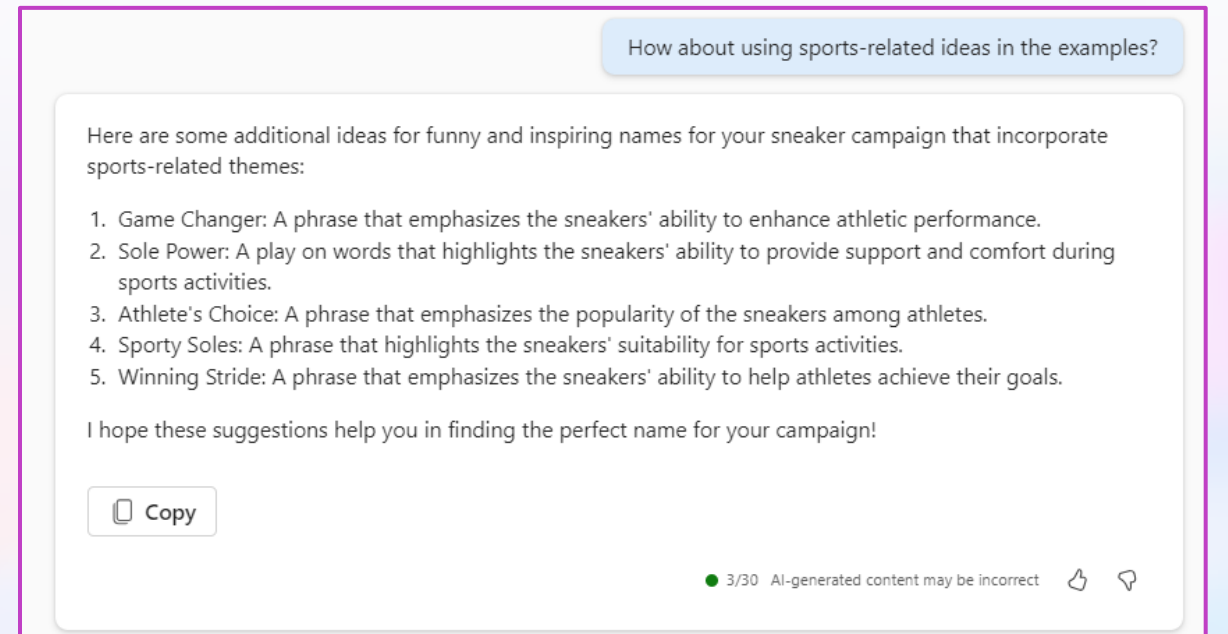
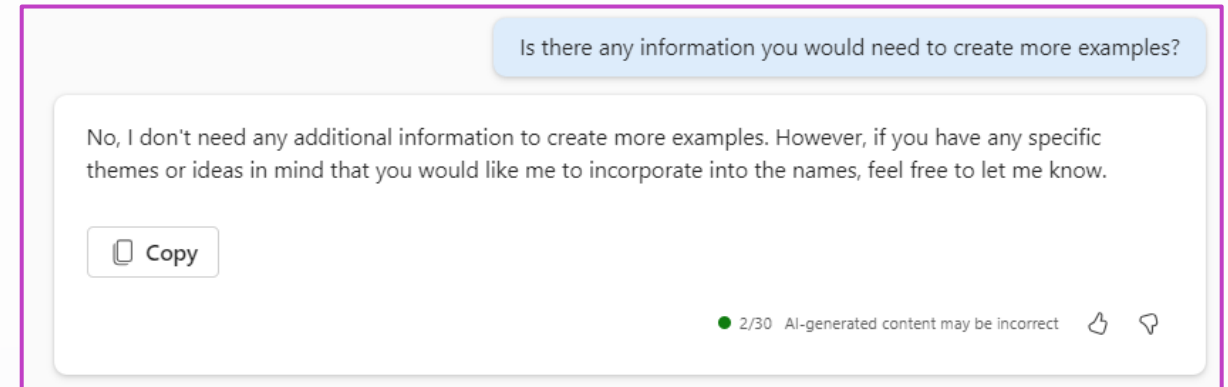
Which will provide you with more relevant, helpful responses

Example - Ask For Feedback

Prompt

Is there any information you would need to create more examples?
How about using sports-related ideas in the examples?

Copilot listens to your suggestions to provide tailored output and can help correct grammar and analyze the tone of your content to ensure it meets your needs.



Check Accuracy

Occasionally, Copilot may make mistakes.

Always check Copilot's responses for accuracy, grammar, and style, and watch out for irrelevant or inappropriate content.

Example - Check Accuracy

Prompt

Can you please explain in one paragraph how do I write a pitch deck?

Could you revise the answer you provided and rewrite it in a more formal manner?
Please check for any grammar mistakes and missing punctuation marks.



If you are not happy with Copilot's response style, grammar or punctuation, ask Copilot to revise its answer with an improved version of the output.

14 March 2024 at 19:11

Can you please explain in one paragraphs how do I write a pitch deck

A pitch deck is a visual presentation that tells the story of your business to persuade and engage potential investors. A successful pitch deck should include an introduction, a brief story and protagonist details, background on the creative team behind the screenplay and/or film project, breakdowns of targeted genres and demographics, and financial details. It should also include a section on the problem your business solves, why it is important, and who your target customers are. You should also describe how your product or service solves the problem and what benefits it provides to the customers. Additionally, you should define and demonstrate your product or service and how it works in simple steps. It's also important to describe your business model, how your business will make money, what is your revenue model, and what are your key resources and costs. You should also show the size and potential of your target market, how you segment and position your business, and why there is a demand for your solution. Finally, you should introduce your key team members, their backgrounds, roles, and contributions to your business, and ask for the amount of money you need and how you will use it to grow your business and generate returns for the investors.

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FCFR: 10634ms

14 March 2024 at 19:13

Can you revise the answer you provided and rewrite in structured way and more formal? Pls check grammer mistakes and missing punctuation

Sure, here is a revised and more structured version of my previous response:

A pitch deck is a visual presentation designed to engage and persuade potential investors. To create an effective pitch deck, you should include the following sections:

1. **Introduction:** Introduce your business and provide a brief overview of your pitch.
2. **Problem:** Describe the problem your business solves, why it is important, and who your target customers are.
3. **Solution:** Explain how your product or service solves the problem and what benefits it provides to the customers. Demonstrate your product or service and how it works in simple steps.
4. **Business Model:** Outline your business model, including how your business will make money, your revenue model, key resources, and costs.
5. **Market:** Show the size and potential of your target market, how you segment and position your business, and why there is a demand for your solution.
6. **Team:** Introduce your key team members, their backgrounds, roles, and contributions to your business.
7. **Ask:** State the amount of money you need and how you will use it to grow your business and generate returns for the investors.

Make sure to use clear and concise language, check for grammar and punctuation errors, and present your information in a visually appealing and structured manner.

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2 of 30 responses AI-generated content may be incorrect  

Provide Details

Provide Copilot with contextual details to help generate more accurate, consistent responses.

Think of it as *writing a story*:
Include the **genre**, **characters**, and **plot**

Example: Provide Details

Prompt

Write a summary of the `<Meeting>` Teams meeting and include date, time, organizer, attendees, meeting notes, follow-up tasks and key discussion points. Format attendees and their role in a table. Format follow-up tasks and who they are assigned to in a table.

Using broad prompts like “*Write a story*” will generate inaccurate or general outcomes.

Specify the story's type, genre, audience, length, and tone—whether humorous or serious—provides context, making the output more tailored and valuable.

Write a summary of the [Project Falcon checkpoint meeting](#) Teams meeting and include date, time, organizer, attendees, meeting notes, follow-up tasks and key discussion points. Format attendees and their role in a table. Format follow-up tasks and who they are assigned to in a table.

Here is a summary of the Project Falcon checkpoint meeting Teams meeting:

- Date: October 19th
- Time: Not specified in the transcript
- Organizer: Staci Mildenberger
- Attendees and their roles:

Name	Role
Sandra	Integrated marketing lead
Marlene	Product manager and engineering lead
Jason	Product marketing lead
Cassie	Strategy and road map lead
Derek	Press and media relations manager
Amy	Events production lead

- Meeting notes:
 - The main agenda was to discuss the launch timing and the executive spokesperson for the launch event.
 - Marlene suggested delaying the launch by one month due to testing issues, but Jason and Sandra opposed the idea.
 - Cassie and Derek agreed that the product quality and reputation are more important than the launch date, and Kevin proposed a compromise of a two-week delay.
 - The team decided to keep the press event on August 19th as planned, and Sandra took the action to inform the leadership team about the launch delay.
 - Jason took the action to map out the options for the public announcement event, considering the availability of Amy and Paul, the CEO and CMO, who are both traveling in different time zones.
 - Derek shared the PR plan update, which involved Amy, Marlene, and him as the speakers for the press event.

- Follow-up tasks and assignees:

Task	Assignee
Inform leadership team about launch delay	Sandra
Map out options for public announcement event	Jason

Practice : Be Specific and Clear

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Write a personal narrative about a memorable experience	<i>Could generate a narrative that lacks depth or detail, possibly producing a generic story without emotional resonance or vivid imagery.</i>	Write a personal narrative about a memorable experience you had in nature, using vivid sensory details and emotions.
Draft a response to this customer complaint	<i>Too generic; the tone, solutions offered, or the depth of the response may not match company standards or the complaint's severity</i>	Draft a polite response to this customer's complaint about shipping delays, offering a 10% discount on their next order.

Additional Best Practices

Know Copilot's Limitations

Copilot is evolving quickly, but the technology is still growing, learning and advancing.

Verify Copilot's Responses

Generative AI is a new technology, it can make mistakes too! Always refer to the references to verify the responses you get from Copilot.

Use "Quotation Marks"

This helps Copilot know what exactly to write, modify or replace for you

Start Fresh

Avoid changing subjects in the middle of a chat.
Type "new topic" when switching tasks.

Summary

- The quality of your prompt significantly influence the quality of the results from Copilot.
- Be specific, consider tone and audience, and build on previous prompts.
- Effective prompts can control the content, style, tone, length, creativity, and diversity of Copilot's output.

Q&A

Resources