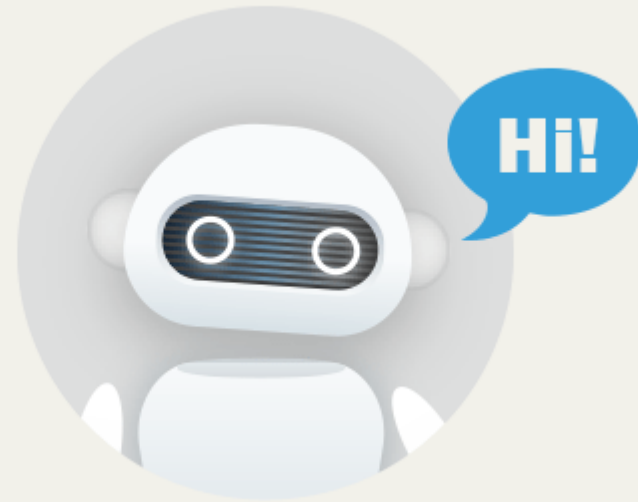


# Chat Bot



## Understand how chat AI works

Understand how chat AI works

[Narrator] Part of being effective with chat AI is knowing what's going on behind the scenes and how the concept of holding a conversation with a machine actually works. You may have heard of ChatGPT. It stands for Chat Generative Pre-Trained Transformer. Developed by OpenAI, the technology is now even in Microsoft Bing. It's a chatbot, and if you've ever chatted with tech support or customer service on a website, you've probably used a chatbot without even realizing it. You stated your problem in the chat window, it answered. You may then have typed back some more refining statements or narrowed the issue down. You didn't have to restate the problem every time. Just like chatting with a friend through text, there's existing context in that chat thread. Let's take a look at these two Gmail chat conversations that I have going on. If I come back to this chat where me and Amy are talking about Italian food restaurants, I can ask her, (keyboarding clacking) "What's the menu?" And I don't need to re-explain everything. She knows we're talking about that specific restaurant. I have this chat thread going on, and I'm going to ask Leslie for a different picture. (keyboarding clacking) All I need to say is, "Can you send a different one?" This chat thread is already going on. She has context. I don't need to explain it. Chat AI technology works the same way. You can ask it to solve your problem, answer your question, compose text for you, and we'll be going over all of this, don't worry. It's going to give you an initial result. That result may or may not be what you wanted. Maybe you need to refine the result. Maybe you need to scale the results or make the text more or less formal or confusing. (keyboarding clacking) You can add more specific details. You can ask for more context or provide more context. All of these things will help maximize the results in the shortest amount of time while you're chatting.

## Get access to Microsoft Bing Chat

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To get started using Microsoft Bing Chat, you'll need to be using the Microsoft Edge browser. That is the only way that you can currently use Bing Chat. The good news is, you can use it whether or not you're on a Windows machine or a Mac. To download it, point your browser to [microsoft.com/edge](https://microsoft.com/edge). Right now, it's already downloaded and up here on the screen, so once you've done that, at the very top right-hand side of the Edge screen, you'll see a B with a conversation circle. You can either hover your mouse over it or click on it directly to open up the Bing Chat window. Immediately at the top, you'll notice three tabs. The first one is chat, and that's where you can go to get started asking questions of Bing Chat. To the right of that is compose, and we'll be going over this. It's where you can compose text and copy and paste it and use it in other places. Insights is going to give you information about the current webpage that you're on. Now, right in the middle of the screen, you can choose a conversation style. Now this is going to give you different answers based on those styles, and you can use this when you're composing text or when you're getting information from Bing Chat. It defaults to balanced, which is what they call an informative and friendly chat. The responses are reasonable and fast. You can choose a more creative chat, which is original and imaginative. It's a little bit more playful and entertaining for you. And finally, you can get precise responses. These are factual, straightforward, concise. It prioritizes accuracy and terseness. You can always play around with these at any time and try all three and see which one you prefer. Finally, down at the bottom, here's where you can get started asking something of Bing Chat. Now, if this is the first time you've ever used Bing Chat, you will have one other item down here at the bottom, and it's going to be a button that says Turn on. And that's to turn on something called context answering questions, meaning you can ask a Bing Chat about questions directly related to the current website or PDF file that you're on. Let me show you what I mean. I'm going to come over here to the Landon Hotel website that I have up. This is our fictitious website. I'll open up Bing Chat, and it already knows that I'm on a hotel website. And down here at the bottom, it's got some sample questions that I can ask. So I don't need to scroll through this website to find what I'm looking for. I can directly ask it how do I book a room or what are the amenities. Now, if you didn't get a chance to turn that on, but you'd like to, at any time, you can click the three dots at the top of the pane. Choose notifications and app settings, and under Page context, make sure it's blue, meaning it's toggled on.

## Get your questions answered with chat AI

Get your questions answered with chat AI

You have the Edge browser installed and you're familiar with the Bing chat interface let's start streamlining our work. Now, you can come over here on the top right hand side click Bing and start typing your questions here or click insights to gain some insights about the current website that you're on. But you can also use Bing chat using the entire screen real estate area. And to do that, just point the Edge browser to bing.com. This is going to take you to the root site of Bing, the search engine and from here you can click chat at the top of the screen. It's the same interface, it just takes up the entire screen and that's something that you may be more comfortable with. So these first set of examples I want to give you are ways to use Bing chat as a glorified search engine. Why scroll through pages of search results to find the right website to answer your question when Bing chat can do all that work for you. So you can ask it straight up factual questions to help you during your workday. If it's 3:00 PM in Los Angeles, what time is it in Dubai? Maybe I'm planning a meeting. There we go. Here's my answer. Now, any time I can click the broom icon to sweep the topic up and start a brand new topic. This means the answer won't have any context to do with the last question that I asked of it. So let's start with something fresh. I might need to brush up on some accounting skills for an upcoming meeting, so I'll ask it, what is the double entry system of accounting? Here's my answer, and I wanted to show you this example because sometimes you still don't understand exactly what it's telling you, and that's fine. You can ask Bing chat to clarify it or tell you it in a different way. Now, because I'm on question one of 30 and I'm not starting a new topic the next thing that I type can be related to this answer. So I'm going to ask Bing chat to explain that like I'm five years old. Now I understand. I could take it one step further and ask for a good starter book I could read to learn more about this. Now I'm asking for this example because I want to show you that at any time you can click stop responding. If it's taking too long or it's typed out an answer and you've gotten all you need from that answer you can click stop responding and it's going to instantly stop. So you can move on. I'm going to click new topic, and over the course of my day there's some more things I might want to know. I might want to ask my manager if we can get our employees together for a yearly event. My manager might need some good examples of why we should do this. So I'm going to be ready with some facts. I also purposely spelled beneficial wrong because I wanted to show you that you can just start typing and Bing chat is smart enough to still recognize what you're asking. Here's some great examples. I can take these and bring them to my boss. Let's do a few more. What are good ideas to send as thank you gifts to a good client. It's even sent me some images, that's great, but I might need some more ideas. Now I'm on question two out of 30. We're still relating to this chat so I can ask it to give me some more ideas. In fact, I'll say, give me three more ideas. There we go. It's very helpful. And at any time if I want to remember any of our previous chats, they're up here on the right hand side so I can come back and see what they are.

## Summarize data with chat AI

### Summarize data with chat AI

Bing Chat is excellent at summarizing data. I'm going to give you some use cases on how you can use this in your day-to-day work life. I'm about to go into a meeting and I need to learn the contents of this document very quickly. Rather than scroll through it all, I'm going to ask Bing Chat to help me out. With the document open I'll open up the sidebar and because I want a summary I'm going to change the conversation style to be more precise. I just want a straightforward answer. In the Ask me anything box I'm going to type summarize this with bullet points. Let's see what it came up with. I can see what the page is about. The company's mission statement, their location, slogans, executive list with title and their product listing. This is a great summary. Let's look at another page. Here's an example where I'm about to go into a meeting with this person who's a customer of ours. I've just learned that they recently wrote an article and I'd like to be able to talk to them about it in a conversational way. I just got the article and I'm about to go into the meeting so I don't have enough time to read through the entire article and absorb all that data. So once again, Bing Chat can help me out. I'll click the broom icon to start a new topic and this time I'm just going to type summarize this. Again, this is a great summary. In fact, it even added bullet points for me and I didn't ask it to do that. It boldfaced the key topics and gave me some things that the author specifically said in the article. I can now go into the meeting and talk about those things with the author. I'm going to open up a new window for this next one. I'll close out of this pane. My manager has just asked me to buy a new printer for the office and they need it by the end of the day. I have not bought a printer in years. I don't know what's out there. I don't know what's a good printer and I don't even know how much they cost. Let's have Bing do the research for me. I'm going to open up the Bing Chat window and instead of typing [bing.com](https://bing.com) and clicking Chat I can also type [bing.com/chat](https://bing.com/chat), which is just a nice shortcut to get to the same Bing Chat window. This time I'm going to put in exactly what I'm looking for. Compare the top five small office printers with pros, cons, and price. Now this is a great list. It's done a lot of work for me. It has categorized them for me but I think I could get through this list a lot quicker if I was looking at it in the format of a table. So I'm going to ask it to format the results as a table. This is going to make it so much easier to do my research and get my printer by the end of the day.

## Leverage chat AI to compose text

### Leverage chat AI to compose text

So far we've used Bing Chat to answer questions for us and summarize data. Now let's use it to compose text. I'm still in the Edge browser. I'm on a Word document right now and here is a listing of our spring and summer products for the fictional technology company, Red 30. I'd like to create a social media post about this. I'll click on the Bing icon on the top right hand side and this time I'm going to choose a conversation style that's more creative in the Ask Me Anything area. I'm going to ask it to create a social media post about this. This is fantastic. It contains emojis, a call to action and hashtags. I can take this and paste it anywhere I want. Now I'm going to have it write me one that's suitable for LinkedIn. It came through, it still has the hashtags, it still has the call to action, but it's a little more formal and it doesn't have the emojis. Now, in addition to using this chat window, I can completely ignore everything that's on the webpage and instead change to the composed tab. I'm doing a guest speaking engagement for a company and they'd like me to give them a bio. I currently don't have one so I'm going to use Bing Chat to compose one for me. Now in this compose window it's already going to compose something so I don't have to start by asking it to compose this. I can just tell it exactly what I want. I asked it to write about a professional bio about me as a LinkedIn Learning instructor, a guest speaker and my passion about helping others learn new technology. I'll keep the tone as professional. It's a paragraph and I can keep the length at medium. I'll click generate draft and let's see what it comes up with. This is great. I can take this and edit it as I want, change whatever I want and paste it as a great point to get me started. I'm going to click the refresh button to start from scratch and this time I've been tasked with composing a letter to a customer about a late payment. This is out of my comfort level so I'm going to use Bing Chat to get me started. I will keep it professional this time. It's an email and I want to keep it short. And again, I'm given a great starting point. I can change the invoice number and the due date and the outstanding amount. This time, let's do something a little more fun. I've been tasked now with composing an invitation to an office ice cream party. It's still outside of my comfort level but I can change the tone. I'll change the tone to enthusiastic and it's going to be an email. This is great. It even included emojis and a call to action, a reminder to RSVP, which I'm not sure if I would've remembered to include. Let's do one more example. This time I'm going to ask it for something on behalf of Landon Hotel, our fictional hotel company. They're going to start a podcast about exploring hotels so I wanted to come up with some good podcast titles for me. I'll keep the tone as funny and the format I'll change to ideas. Not only did it come up with some great titles it also included some taglines for me, so that's how you can use Bing Chat to also come up with ideas for you.

## Solve a variety of problems with chat AI

### Solve a variety of problems with chat AI

I've got my Bing Chat window open and I've set it to creative mode, and this is because I'm ready to solve some problems with Bing Chat. Now, we've composed text, summarized data. I've gotten some basic questions answered, but now let's see what else we can do with Bing Chat to account for other things that may come up in my day-to-day work life. The first thing I wanted to do is create a schedule for me. It needs to be able to allow time for me to answer emails, return phone calls, and I need to take a walk. And there it is, it's given me a complete work schedule, along with blocks of time, it's even given me a lunch break and allowed for my walk. The next thing that's come up is that I need to ship a box of swag down to a conference that my company is running. I need to ask Bing Chat what size box I should purchase from the United States Postal Service. So I asked what size box I should purchase to ship 1000 Post-it notes? It's given me an answer, it's showing me the dimensions of the available box types from me and how many stacks of Post-it notes I can fit in each box. This is exactly what I was looking for. Remember that Ice cream party? In a previous video, I was tasked with inviting my coworkers to an office ice cream party and I use Bing Chat to create the invitation. Thanks to Bing Chat, it had me add an RSVP to it, and now I know how many people are attending. Now, I have been asked to purchase the ice cream. I'm not sure how much I should get, so I'll ask the chat. This answer is short and sweet. How many gallons of ice cream should I buy for a party with 25 people? According to Bing Chat, I should buy four gallons. What about pizza? If I need to order pizza for all these employees, I'm not even sure what kinds of pizza I should order. I wonder if I can ask that. Let's find out. Well, here we go, it didn't tell me what types of pizza, that's okay, it's asking me what some popular toppings are here so I can always narrow it down in the chat, but it did tell me how many pizzas to order; this is incredibly useful. And finally I can ask it for some advice; I have a coworker who's been taking lunch out of the fridge. I'm not sure how to bring this up to the coworker. So let's see what the chat has to offer by way of advice. So this has given me some great starting points, in addition to some alternate questions about the situation. In addition to dealing with HR issues, the last thing I'm going to show you is that it can give you career advice. For example, we're thinking about partnering with another company to manufacture our product. I'm not an expert in this area and I'm not sure what the risks are, so I'm going to get it summed up by Bing Chat. The results are in, I can now take my time and go through this. It's all boldfaced and bulleted and easy to read. So these are some examples of how you can solve a variety of problems with Bing Chat.

## Use Bing Chat to create and analyze images

### Use Bing Chat to create and analyze images

A new feature of Bing Chat is the ability to analyze and create images for you. For example, you can upload an image and say where is this? You can have it analyze the contents of images, you can have it look at a picture of a dog and ask Bing Chat what breed it is. Let's see this in action. Right here in the prompt, you'll now notice a "add an image" prompt directly below that. I'm going to click on that and I get a few choices. I can take a photo, if I'm using my mobile phone, I can upload it from this device or computer. And I can also paste an image or a link in directly. In this case, I'm going to upload it right from my computer. I'll choose my photo and I still have to ask it something so I'm not done once I upload the photo. In this case, I'm going to ask it, "Where is this?" It correctly identified it as the Marble Arch in London. In fact, it's even giving me some interesting landmarks about it. It did tell me about the overcast sky, and it even identified that the ground is wet. That's pretty incredible, actually. Not only that, but I can follow these links and learn more about the Marble Arch. For example, here's a link directly to the Marble Arch on Wikipedia. If I scroll down a little bit more, I can even see a map of where it is. And like always, I have some other questions that I can ask it to further my own research. So that's how you can use Bing Chat to analyze images now. But something else that you can do is have Bing Chat create images for you. Now, that's because Bing Chat now uses the Dall-E 3 AI image generator. A great benefit of that means you can now refine images. Instead of having to create them again from scratch, if you don't like what was originally generated for you. Now, there are some guidelines. You can't create images of public figures. You also can't create images containing hateful or nudity or violence. Basically, it won't create anything that violates the Bing terms of service and community guidelines. So why would you even need to create your own images? Well, let's take this slide for example. I'm working on a PowerPoint slide. I'm demonstrating and letting everybody know about our upcoming printer models that we're retiring. Sometimes, it's hard to create an image or find an appropriate image for a slide. Now, PowerPoint has an excellent stock photo library. In fact, I teach our PowerPoint courses and I rave about how amazing the PowerPoint stock library is in that course. But sometimes, you need something really specific. The other thing that I talk about in that course is how important imagery is, and why you should use as few words as possible to come up instead with that fantastic visual that can get across what you're trying to get across. So in this case, we can now be as visual as we want to and as specific as we want to. So let's try this. Let's -- let's do a prompt. Create an image of a laser printer with an hourglass above it. That's really specific. In fact, it's going to know what kind of image to create based on that prompt. I could have asked it to create an illustration, or create a drawing, or create a photorealistic computer-generated image. All of those things is going to change the output of what I get. The other neat thing is that these images will have an invisible watermark on them. They're going to be watermarked as created by AI using something that was announced this September called Content Credentials, which means it will add a digital invisible watermark. The image is labeled as being created by AI with the time and date of creation. Now, this is based on specifications by the coalition for Content Provenance and Authenticity, otherwise known as C2PA. These are great images and I really love. That now we have a printer with an hourglass above it. I like this one, so I'm going to right click on this image. We get four choices. Now, I can save the image. I can copy it. I'm going to copy that image. And let's go back over to our slide. And I'll just paste it right in. And now we have Microsoft Designer because we're using PowerPoint. So I can choose one that I like. And here's our slide. That looks fantastic. And it absolutely conveys the image that this printer is going away. So that's how you can use the Dall-E 3 AI image generator in Bing Chat. And you can also analyze your own images.