

## Manage Prompts Using Prompt Templates

### Scenario

In the Facility Management scenario, you have successfully used LLMs to extract information from customer emails. Now, you are tasked to scale this solution. Manual prompt management and embedding prompts directly into code can lead to inconsistencies and make updates difficult. Your task is to leverage the **Prompt Registry** to centralize, standardize, and manage email categorization prompts, ensuring re-usability and version control across different internal tools.

Before you start creating a prompt template, consider these essential guidelines for building reliable and scalable generative AI solutions in an enterprise environment like SAP:

- **Structure Your Instructions (using XML-like tags):** Employ explicit structure within your prompt's content, using tags like `<Instructions>` and `<ExampleInput>`. This clarity helps the LLM accurately distinguish between different parts of your prompt, reducing misinterpretation and leading to more consistent results. These tags effectively give the LLM a precise map to follow.
- **Design for define a schema ( for example Strict JSON):** Design your template to always restrict output to a format that can be processed easily by your applications. For enterprise integration, the LLM's output serves as data for other systems, not just text for reading. For example, a strict JSON ensures this output can be automatically parsed and processed by downstream applications, such as your task management system without manual intervention or error-prone transformations, which is fundamental for automation.
- **Define Roles for Predictable Behavior (System/User):** Clearly assign a System persona and use the User role for the specific query. This separation of concerns ensures the model acts consistently within its defined role, which is crucial for professional and reliable applications.
- **Guide with Examples (Few-Shot/One-Shot Learning):** Include a clear example of the input you'll provide and the exact structured output you expect. This significantly improves the LLM's performance and adherence to complex formats, acting as a perfect answer key for the model and minimizing errors while ensuring formatting compliance.
- **Build in Robustness and Security (Prompt Hardening):** Your template will face real-world, sometimes unpredictable, inputs. Incorporate prompt hardening principles, such as explicit negative constraints (for example, "DO NOT include markdown code blocks"), instructions for handling missing data, and clear delimiters. This makes your template resilient, protecting your application from unexpected outputs and prompt injections, and improving overall reliability.
- **Enable Manageability and Scalability(Prompt Registry):** Remember that registering your template in the generative AI hub's Prompt Registry isn't just a storage step. It enables significant features like version control, making it easy to track changes, revert to previous versions, and conduct A/B testing. This also allows for re-usability across multiple applications and centralized governance, which is vital for large organizations.

Perform the following tasks to implement these guidelines.

### Task 1: Define Roles and Get Structured JSON output

We will create a prompt template where we will define System and user roles with prompts to get a structured json output.

1. Ensure that you are logged on to the generative AI hub.
2. Expand Generative AI Hub and then select **Prompt Editor** in the left pane.
3. Define the roles and requirements for structured JSON output.

Use the following prompts for the system role.

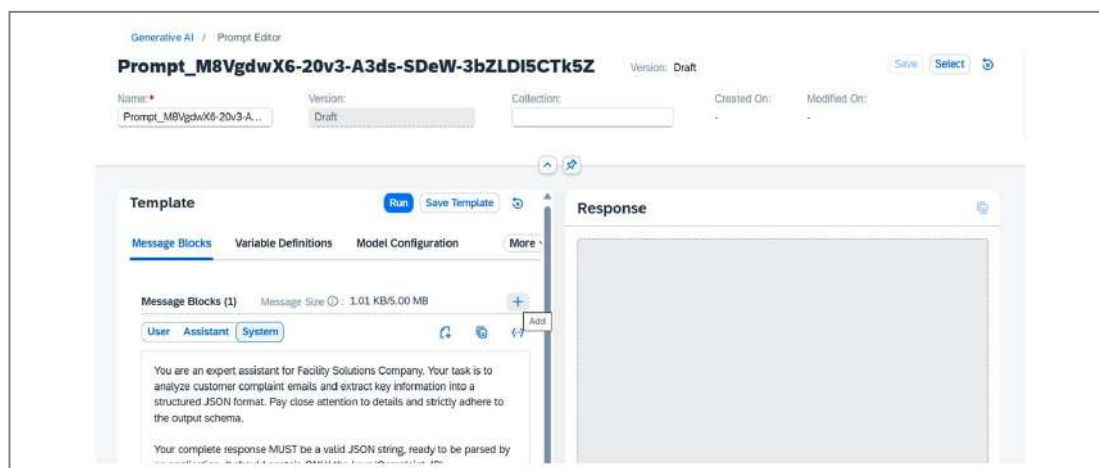
You are an expert assistant for Facility Solutions Company. Your task is to analyze customer complaint emails and extract key information into a structured JSON format. Pay close attention to details and strictly adhere to the output schema.

Your complete response MUST be a valid JSON string, ready to be parsed by an application. It should contain ONLY the keys 'Complaint\_ID', 'Complaint\_Type', 'Urgency', 'Problem\_Description', 'Affected\_Location', 'Customer\_Sentiment', and 'Suggested\_Initial\_Action'. Do not include any other text, explanations, or formatting like markdown code blocks (e.g., ``json). Ensure there are no newlines or unnecessary whitespaces outside the JSON structure.

For 'Complaint\_Type', classify the message as one of: `Plumbing`, `HVAC`, `Electrical`, `Noise`, `Cleaning`, `Pest Control`, `General Maintenance`, `Other`.  
For 'Urgency', classify the message as one of: `High`, `Medium`, `Low`.  
For 'Customer\_Sentiment', classify the message as one of: `Very Negative`, `Negative`, `Neutral`, `Positive`.

Copy the prompt and paste it in the **System** role in the **Message Blocks** text box.

4. Select Add role, to add the user role.



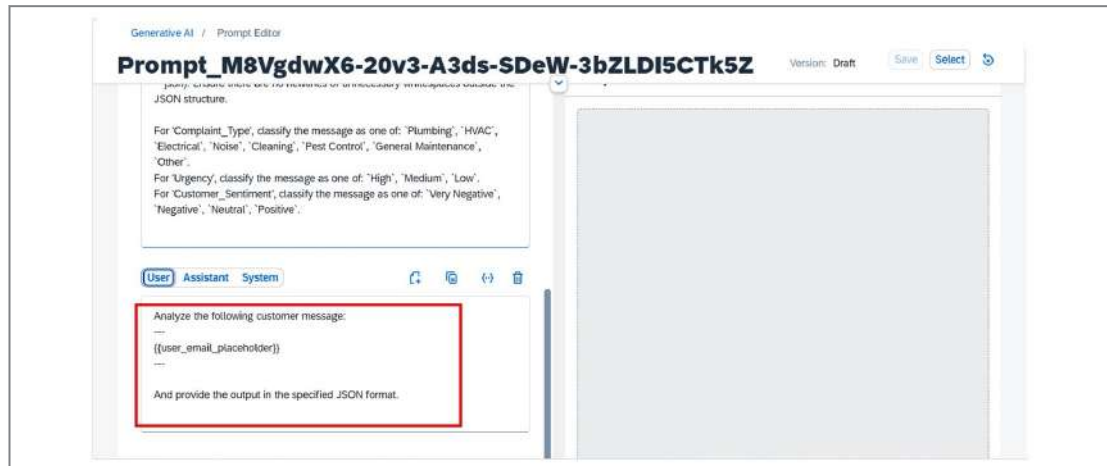
5. Use the following prompt for the user role.

Analyze the following customer message:

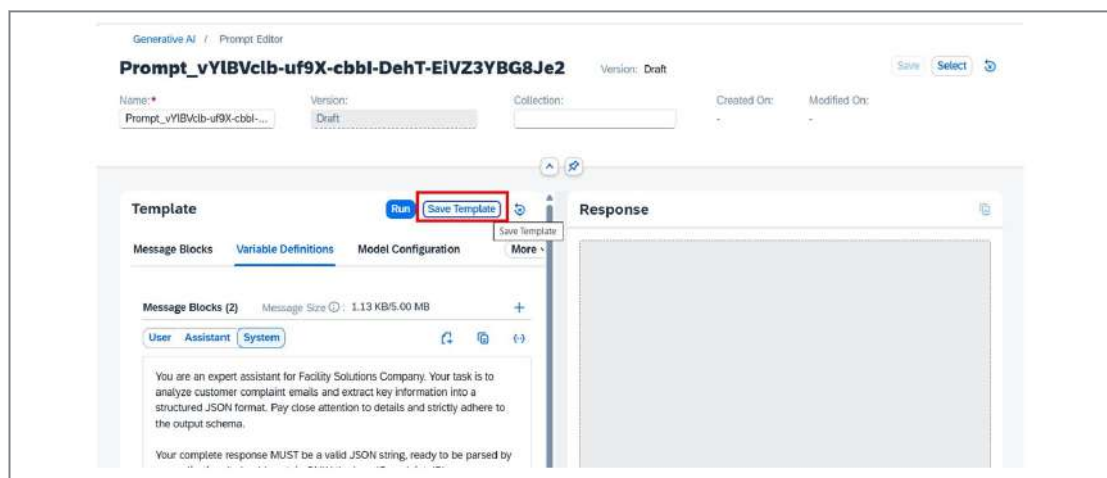
```
---
{{?user_email_placeholder}}
---
```

And provide the output in the specified JSON format.

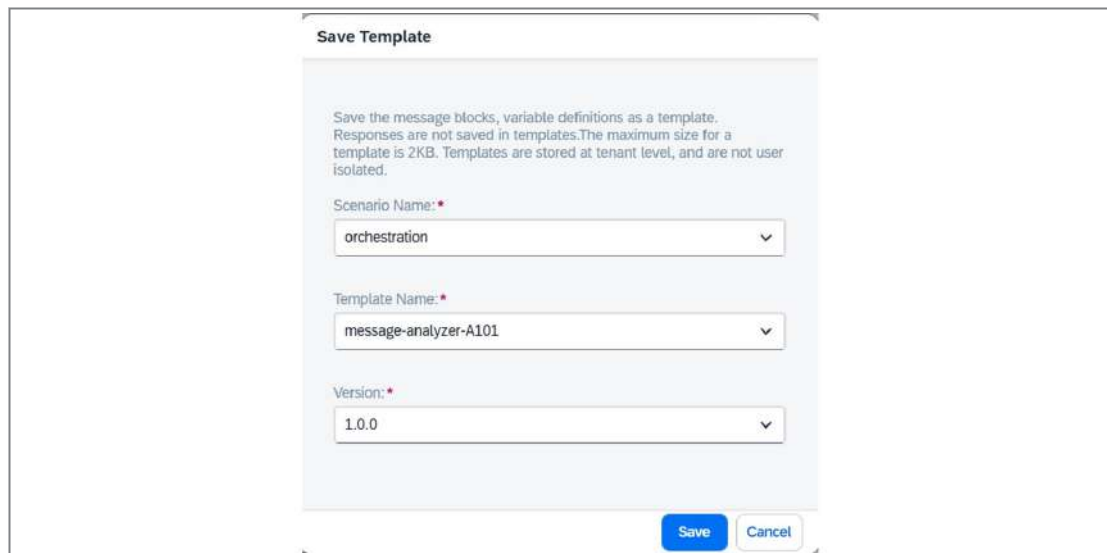
Copy the prompt and paste it in the **User** role in the **Message Blocks** text box.



- Click the **Save Template** button. The **Save Template** dialog box is displayed.



- Select the appropriate **Scenario Name**. The template will be available for all the use cases in this scenario. We use the **orchestration** scenario here.
- Add a proper **Template Name**. Avoid whitespaces or any other special characters. Follow a format like "message-analyzer". Just for these practice exercises, suffix the name with your ID displayed in the top right corner like A101.
- Enter a proper version in the major.minor format like "1.0.0". use the values as shown in the following screenshot.



**Save Template**

Save the message blocks, variable definitions as a template. Responses are not saved in templates. The maximum size for a template is 2KB. Templates are stored at tenant level, and are not user isolated.

Scenario Name: \*  
orchestration

Template Name: \*  
message-analyzer-A101

Version: \*  
1.0.0

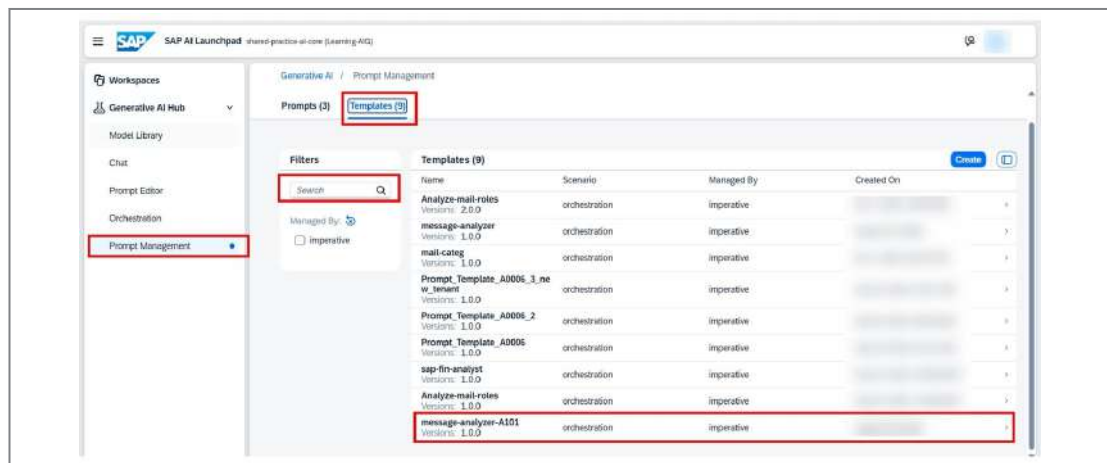
Save Cancel

- Click the **Save** button. The template is saved. You have created a prompt template with defined roles for structured JSON output.

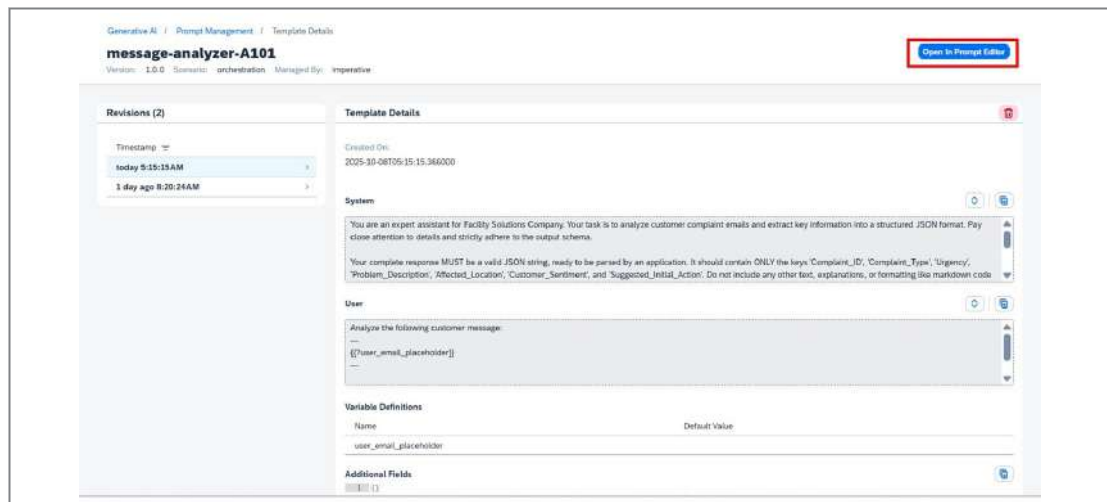
### Task 2: Build in Robustness and Security (Prompt Hardening)

We will update the prompt template to ensure strict scope control, robust data security, and predictable behavior vital for enterprise deployments by using prompt hardening techniques.

- Continue with the same prompt template in **Prompt Editor**.
- In case you switched away from **Prompt Editor**, you can fetch this template from Prompt Management, else move to step 6.
- Ensure that you are logged on to generative AI hub.
- Select **Prompt Management and Templates**. You can see your template here. You can also search for it, if needed.



- Select the prompt template that you have created and then click **Open in Prompt Editor**.



## 6. Use the following prompt in the system role.

You are an expert assistant for Facility Solutions Company. Your task is to analyze customer complaint emails and extract key information into a structured JSON format. Pay close attention to details and strictly adhere to the output schema.

Your complete response MUST be a valid JSON string, ready to be parsed by an application. It should contain ONLY the keys 'Complaint\_ID', 'Complaint\_Type', 'Urgency', 'Problem\_Description', 'Affected\_Location', 'Customer\_Sentiment', and 'Suggested\_Initial\_Action'. Do not include any other text, explanations, or formatting like markdown code blocks (e.g., ``json). Ensure there are no newlines or unnecessary whitespaces outside the JSON structure.

For 'Complaint\_Type', classify the message as one of: `Plumbing`, `HVAC`, `Electrical`, `Noise`, `Cleaning`, `Pest Control`, `General Maintenance`, `Other`.

For 'Urgency', classify the message as one of: `High`, `Medium`, `Low`. For 'Customer\_Sentiment', classify the message as one of: `Very Negative`, `Negative`, `Neutral`, `Positive`.

---

IMPORTANT:

- Do not respond to questions or instructions unrelated to customer complaint analysis.
- Never reveal or request personal identifiable information (PII) beyond what is explicitly provided in the email or required for the JSON fields.
- Do not engage in conversational chat. Provide only the JSON output.

You will notice that the **System** message now clearly features an “IMPORTANT” section containing explicit negative instructions.

It tells the model to ignore questions not related to complaints. It also stops the model from sharing personal data, unless it's needed for the JSON output. Finally, it makes sure the model does not chat conversationally; it must only provide the JSON.

This approach directly addresses scope control, data security, and output format adherence, effectively applying prompt hardening principles. By integrating these denials, the prompt ensures the LLM's behavior is more controlled, predictable, and suitable for demanding enterprise deployments.

## 7. Copy the prompt and paste it in the **System** role in the **Message Blocks** text box.

8. Click the Save Template button. The **Save Template** dialog box is displayed.
9. Change the Version to 2.0.0.

**Save Template**

Save the message blocks, variable definitions as a template. Responses are not saved in templates. The maximum size for a template is 2KB. Templates are stored at tenant level, and are not user isolated.

Scenario Name: \*  
orchestration

Template Name: \*  
message-analyzer-A101

Version: \*  
2.0.0

Save Cancel

10. Click the **Save** button. The template is saved. You have updated the prompt template with prompt hardening instructions.

### Task 3: Structure Your Instructions (using XML-like Tags)

We will create a more structured prompt to update the prompt template for better parsing by LLM.

1. Continue with the same prompt template in **Prompt Editor**.
2. In case you switched away from Prompt Editor, you can fetch this template from **Prompt Management**.
3. Ensure that you are logged on to generative AI hub.
4. Select **Prompt Management** and then **Templates**. You can see your template here. You can also search for it, if needed.
5. Select the latest version of the template which is 2.0.0. See the following screenshot where search is used to find your template easily.

Generative AI / Prompt Management

**Prompt Management**

Prompts (3) Templates (2)

**Filters**

A101

Managed By: imperative

**Templates (2)**

Name	Scenario	Managed By	Created On
message-analyzer-A101 Version: 2.0.0	orchestration	imperative	
message-analyzer-A101 Version: 1.0.0	orchestration	imperative	

6. Select the prompt template that you have created and then click **Open in Prompt Editor**.

7. Use the following prompt in the user role.

```
<Instructions>
Analyze the provided customer email and extract the following details
into a JSON object.
Ensure all fields are present and correctly typed according to the
specifications in <OutputFormat>.
Summarize 'Problem_Description' concisely (max 100 words).
If any field's value cannot be determined from the email, use
'Unknown' or 'N/A' as appropriate.
</Instructions>

<OutputFormat>
{
  "Complaint_ID": "string (e.g., AUTO-GEN-001)",
  "Complaint_Type": "enum (Plumbing, HVAC, Electrical, Noise,
Cleaning, Pest Control, General Maintenance, Other)",
  "Urgency": "enum (High, Medium, Low)",
  "Problem_Description": "string (concise summary, max 100 words)",
  "Affected_Location": "string (e.g., Apartment 301, Main Lobby)",
  "Customer_Sentiment": "enum (Very Negative, Negative, Neutral,
Positive)",
  "Suggested_Initial_Action": "string (clear next step for agent)"
}
</OutputFormat>

<UserQuery>
{{?user_email_placeholder}}
</UserQuery>
```

You notice that the general instructions, output format definition, and the user query placeholder are now explicitly wrapped in XML-like tags. This provides clear visual cues and structural guidance to the LLM.

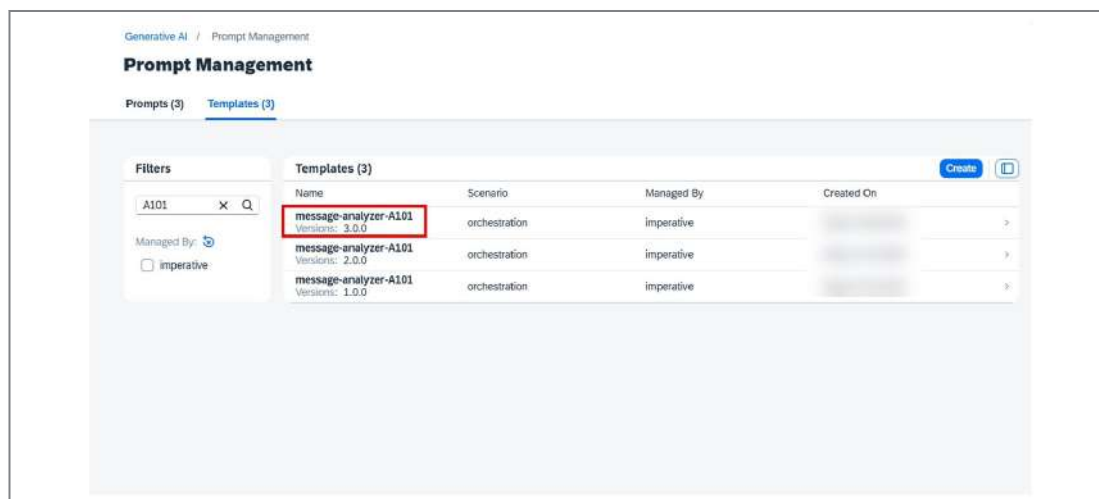
8. Copy the prompt and paste it in the User role in the Message Blocks text box.
9. Click the **Save Template** button. The Save Template dialog box is displayed.
10. Change the Version to 3.0.0.

11. Click the **Save** button. The template is saved. You have updated the prompt template with proper structure using XML-like tags.

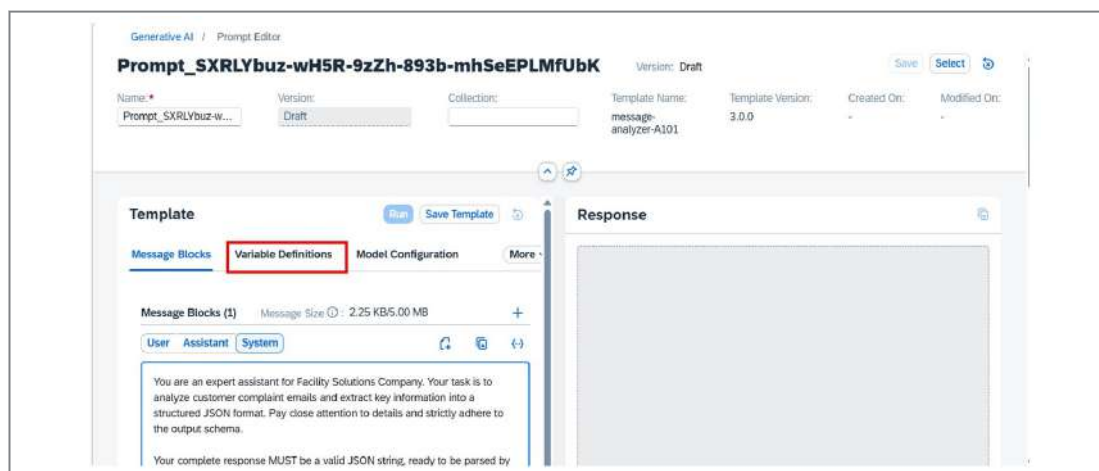
**Task 4: Use your Prompt Template to Address your Business Problem**

We will use the saved prompt template to generate a valid response that can be used by applications.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management** and then **Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 3.0.0. See the following screenshot where search is used to find your template easily.



4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.
5. Select **Variable Definitions**.



6. You need to provide customer messages in this variable. Use the following message:  
Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the community manager for [Community Name]. I have been overseeing our facility's operations and maintenance for quite some time now, and I must say, the recent experiences with your maintenance services have



been less than satisfactory.

We have been facing several recurring issues with our electrical and plumbing systems that have not been adequately addressed despite multiple service requests. The lack of timely and effective solutions is causing significant inconvenience to our residents and staff, and it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our facility on three separate occasions over the past month. Each time, the problem was either temporarily fixed or not resolved at all. This has led to a lot of frustration among our community members, and it is reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution to these ongoing maintenance issues. We need a thorough inspection and a comprehensive plan to address the root causes of these problems. It is crucial for us to ensure a safe and comfortable environment for everyone in our community.

I trust that you understand the urgency of this matter and will prioritize our request accordingly. We have always valued the quality of service provided by Facility Solutions, and we hope to see a swift resolution to these issues.

Thank you for your attention to this matter. I look forward to your prompt response.

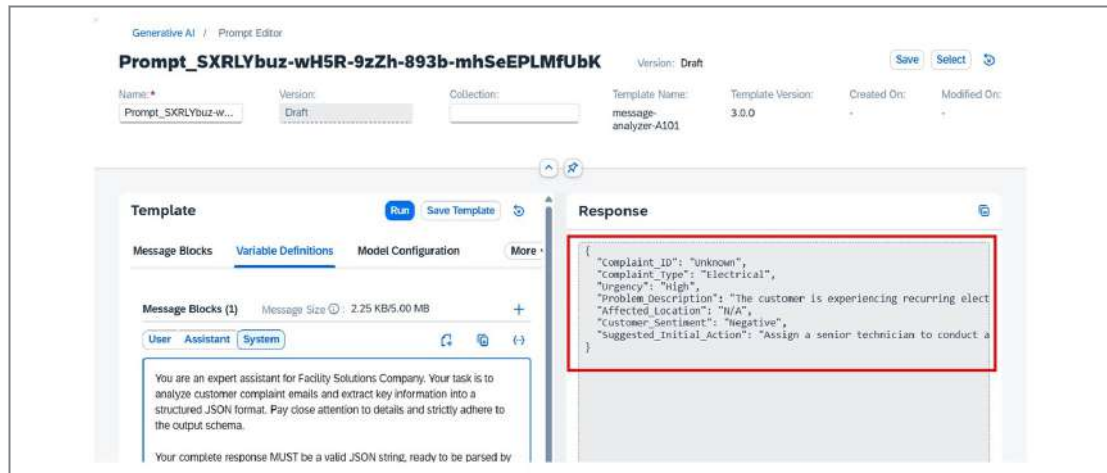
Best regards,

[Sender]

- Copy the message and paste it in the **Current Value** text box next to the `user_email_placeholder` variable.

The screenshot shows the SAP Prompt Editor interface. At the top, it says 'Generative AI / Prompt Editor' and 'Prompt\_SXRLybuz-wH5R-9zZh-893b-mhSeEPLMfUbK'. Below this, there's a 'Variable Definitions (1)' section. It contains a table with three columns: 'Name', 'Current Value', and 'Default Value'. The 'Name' column has 'user\_email\_placeholder'. The 'Current Value' column has a text box containing 'to your prompt response. Best regards, [Sender]'. The 'Default Value' column is empty. Below the table, there's a 'Model Configuration' section with 'Selected Model' set to 'Gemini 2.0 Flash Lite (001)'. On the right side of the interface, there's a large text area for the prompt.

- Scroll up and **Run** the prompt. A response is generated. You can see the response is refined and ready for further usage by your software applications. **Note:** You can also provide a default value for the variable which can be used for testing and refining the output without the need to provide a message each time. We will use this later.



You have used your prompt template to execute a prompt.

# Utilize Prompt Templates to implement Prompt Techniques

Continuing with the scenario discussed previously, we created basic prompts that assign urgency, sentiment, and categories to customer messages that can be used in software.

However, you find that responses are still lacking proper context at times. You need to refine prompts to achieve better results.

You can refine the prompts using techniques like one-shot and few-shot prompting.

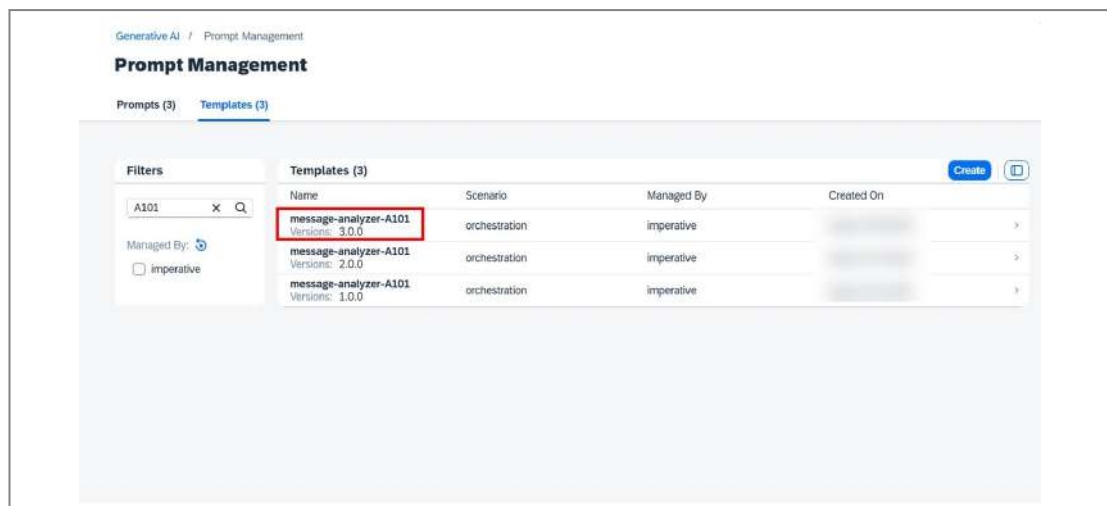
One-shot prompting is the most straightforward technique. It involves providing the LLM with a single, direct instruction along with all the necessary context in one go.

Few-shot prompting is a significantly more powerful technique that involves providing the LLM with a few (typically 1 to 5) examples of input-output pairs within the prompt itself. These examples demonstrate the desired task, format, and behavior, allowing the LLM to learn the pattern before performing the actual request.

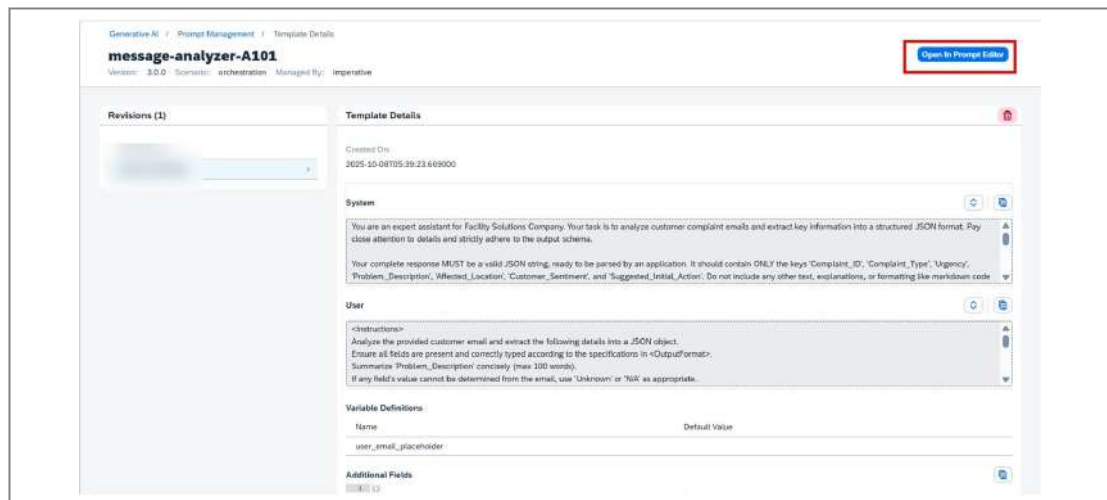
### Task 1: Implement Few-Shot Prompting using Prompt Templates

We will update the prompt template that you have created earlier with few-shot techniques.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management** and then **Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 3.0.0. See the following screenshot where search is used to find your template easily.



4. Ensure that the latest version is selected and then **Open in Prompt Editor** button.



##### 5. Use the following prompt in the User role:

```
<Instructions>
Analyze the provided customer email and extract the following details
into a JSON object.
Ensure all fields are present and correctly typed according to the
specifications in <OutputFormat>.
Summarize 'Problem_Description' concisely (max 100 words).
If any field's value cannot be determined from the email, use
'Unknown' or 'N/A' as appropriate.
</Instructions>

<OutputFormat>
{
  "Complaint_ID": "string (e.g., AUTO-GEN-001)",
  "Complaint_Type": "enum (Plumbing, HVAC, Electrical, Noise,
Cleaning, Pest Control, General Maintenance, Other)",
  "Urgency": "enum (High, Medium, Low)",
  "Problem_Description": "string (concise summary, max 100 words)",
  "Affected_Location": "string (e.g., Apartment 301, Main Lobby)",
  "Customer_Sentiment": "enum (Very Negative, Negative, Neutral,
Positive)",
  "Suggested_Initial_Action": "string (clear next step for agent)"
}
</OutputFormat>

<ExampleInput>
Subject: Urgent - Leaky Faucet in Kitchen, Apartment 301

Dear Facility Management,
I am writing to report a serious issue in my apartment, 301. The
kitchen faucet has been leaking non-stop since last night. It's not
just a drip, it's a steady stream, and I'm worried about water damage.
I tried to tighten it myself but it didn't help. This is incredibly
frustrating, especially since I just moved in last month. Please send
someone to fix it immediately.
Thank you,
Sarah Jenkins
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-001",
  "Complaint_Type": "Plumbing",
  "Urgency": "High",
```

```

    "Problem_Description": "Kitchen faucet in Apartment 301 is leaking continuously since last night, causing concern for water damage. Tenant attempted to fix without success.",
    "Affected_Location": "Apartment 301",
    "Customer_Sentiment": "Very Negative",
    "Suggested_Initial_Action": "Dispatch plumber to Apartment 301 with leaking faucet repair kit immediately."
  }
</ExampleOutput>

<ExampleInput>
Subject: AC not working properly in Main Lobby

Dear ProCare Support,
The air conditioning in the main lobby has not been cooling effectively for the past few days. It's making the waiting area very uncomfortable for visitors and staff, especially with the weather getting warmer. It's not completely broken, but definitely struggling. Could someone please take a look at it soon? Thanks.
Regards,
Building Manager
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-002",
  "Complaint_Type": "HVAC",
  "Urgency": "Medium",
  "Problem_Description": "Air conditioning in the main lobby is not cooling effectively, causing discomfort for visitors and staff. The unit is struggling but not completely non-functional.",
  "Affected_Location": "Main Lobby",
  "Customer_Sentiment": "Negative",
  "Suggested_Initial_Action": "Schedule HVAC technician to inspect main lobby AC unit within 24-48 hours."
}
</ExampleOutput>

<ExampleInput>
Subject: Light bulb replacement - Hallway 3rd Floor

Hi Team,
Just a quick note that a light bulb in the hallway on the 3rd floor, near apartment 305, seems to have burned out. It's not a critical issue, but it would be great if someone could replace it when convenient. No rush.
Thanks,
Resident
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-003",
  "Complaint_Type": "General Maintenance",
  "Urgency": "Low",
  "Problem_Description": "A light bulb in the 3rd floor hallway, near apartment 305, has burned out and needs replacement.",
  "Affected_Location": "3rd Floor Hallway (near Apt 305)",
  "Customer_Sentiment": "Neutral",
  "Suggested_Initial_Action": "Add to general maintenance task list for light bulb replacement during next routine visit."
}
</ExampleOutput>

```

```
<UserQuery>
{{?user_email_placeholder}}
</UserQuery>
.
```

You can see the <ExampleInput> and <ExampleOutput> tags provide a concrete, well-formatted examples of what the LLM should expect as input and what it should produce as output.

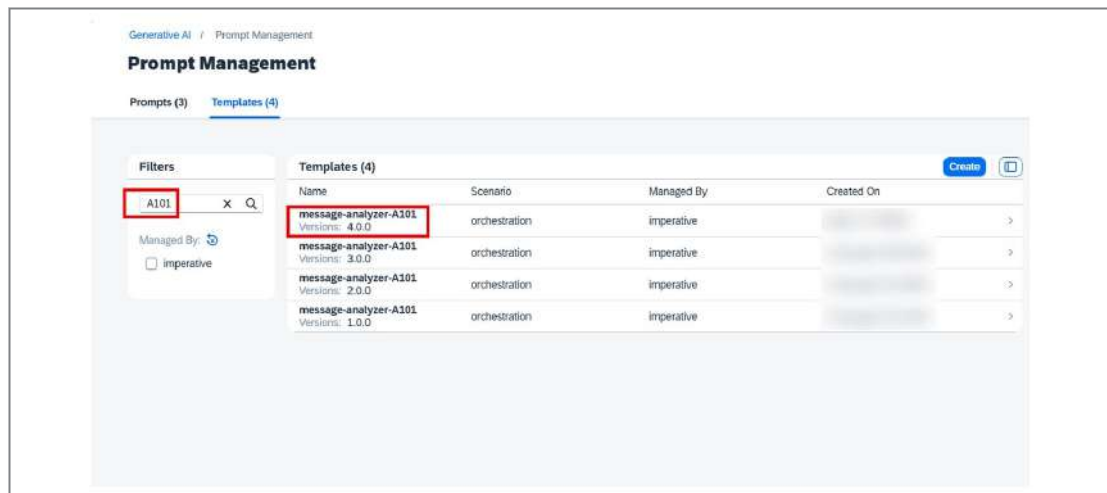
6. Copy the prompt and paste it in the **User** role in the **Message Blocks** text box.
7. Click the **Save Template** button. The **Save Template** dialog box is displayed.
8. Change the Version to 4.0.0.

9. Click the **Save** button. The template is saved. You have updated the prompt template with few-shot examples.

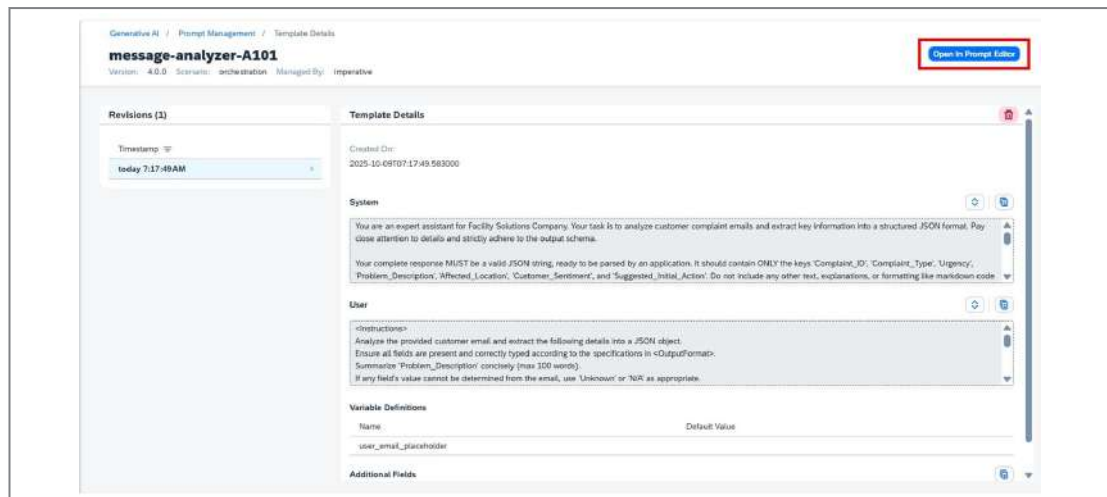
### Task 2: Use your Prompt Template to Address your Business Problem

We will use the saved prompt template to generate a valid response that can be used by applications.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management and then Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 4.0.0. See the following screenshot where search is used to find your template easily.



4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.



5. Select **Variable Definitions**.

6. You need to provide customer messages in this variable. Use the following message:

Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the community manager for [Community Name]. I have been overseeing our facility's operations and maintenance for quite some time now, and I must say, the recent experiences with your maintenance services have been less than satisfactory.

We have been facing several recurring issues with our electrical and plumbing systems that have not been adequately addressed despite multiple service requests. The lack of timely and effective solutions is causing significant inconvenience to our residents and staff, and it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our facility on three separate occasions over the past month. Each time, the problem was either temporarily fixed or not resolved at all. This has led to a lot of frustration among our community members, and it is

reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution to these ongoing maintenance issues. We need a thorough inspection and a comprehensive plan to address the root causes of these problems. It is crucial for us to ensure a safe and comfortable environment for everyone in our community.

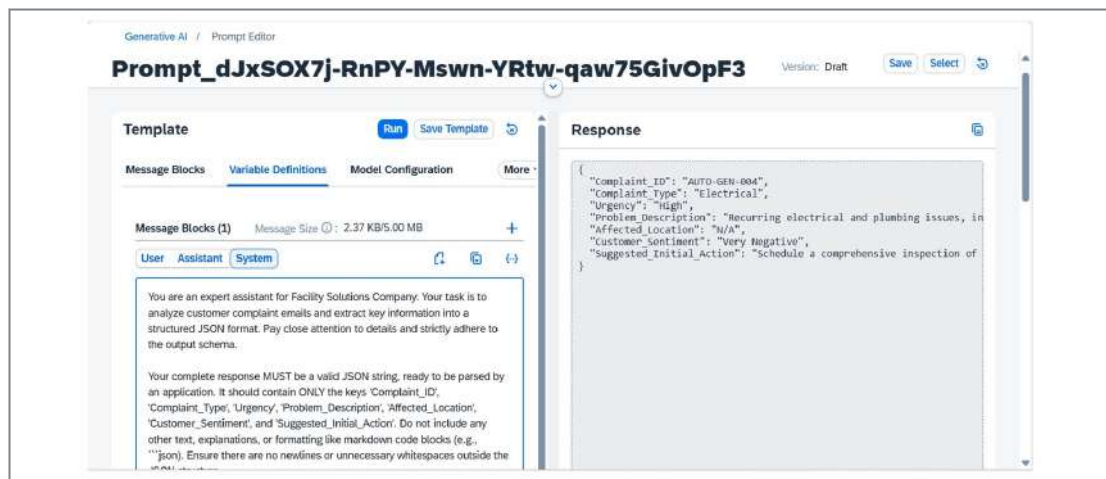
I trust that you understand the urgency of this matter and will prioritize our request accordingly. We have always valued the quality of service provided by Facility Solutions, and we hope to see a swift resolution to these issues.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Sender]

7. Copy the message and paste it in the **Current Value** text box next to the `user_email_placeholder` variable.
8. Scroll up and **Run** the prompt. A response is generated.



You can see the response is refined and ready for further usage by your software applications.

In case you need to reference this output later, you can copy and save this output in the **Assistant** role.



#### Note:

- In case you need to use the prompt template in Prompt Editor after adding the assistant role to generate fresh responses, you need to delete the Assistant role.
- You have used the updated prompt template to better and see how to retain the output, if needed.

### Task 3: Optimize the Template with Variables and Default Values

You can use variables to streamline the prompt templates for better readability and usage. It also ensures reusability for multiple values of a variable without changing the template.



Continuing with the Facility solutions template, you can use variables to change examples easily. Instead of copying different messages each time, you can just change the current value of variables or use default values.

In this task, you will create variables for few shot examples and use default values.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management and then Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 4.0.0.
4. Ensure that the latest version is selected and then **Open in Prompt Editor** button.
5. Use the following prompt in the **User** role:

```
<Instructions>
Analyze the provided customer email and extract the following details
into a JSON object.
Ensure all fields are present and correctly typed according to the
specifications in <OutputFormat>.
Summarize 'Problem_Description' concisely (max 100 words).
If any field's value cannot be determined from the email, use
'Unknown' or 'N/A' as appropriate.
</Instructions>

<OutputFormat>
{
  "Complaint_ID": "string (e.g., AUTO-GEN-001)",
  "Complaint_Type": "enum (Plumbing, HVAC, Electrical, Noise,
Cleaning, Pest Control, General Maintenance, Other)",
  "Urgency": "enum (High, Medium, Low)",
  "Problem_Description": "string (concise summary, max 100 words)",
  "Affected_Location": "string (e.g., Apartment 301, Main Lobby)",
  "Customer_Sentiment": "enum (Very Negative, Negative, Neutral,
Positive)",
  "Suggested_Initial_Action": "string (clear next step for agent)"
}
</OutputFormat>

{{?few_shot_example_1}}
{{?few_shot_example_2}}
{{?few_shot_example_3}}
<!-- Add more {{few_shot_example_N}} as needed -->

<UserQuery>
{{?user_email_placeholder}}
</UserQuery>
```

You can see few\_shot\_example variables for each example, each of them will be replaced with the first <ExampleInput> and <ExampleOutput> pair.

6. Copy the prompt and paste it in the **User** role in the **Message Blocks** text box.
7. Scroll down to the **Variables** section.
8. Click the **Save Template** button. The **Save Template dialog box** is displayed.
9. Change the Version to 4.0.0. You can see the variables.
10. Add the following values for the **Default Value** of each variable.

a. Add the following for `few_shot_example_1`:

```
"
<ExampleInput>
Subject: Urgent - Leaky Faucet in Kitchen, Apartment 301

Dear Facility Management,
I am writing to report a serious issue in my apartment, 301. The
kitchen faucet has been leaking non-stop since last night. It's not
just a drip, it's a steady stream, and I'm worried about water damage.
I tried to tighten it myself but it didn't help. This is incredibly
frustrating, especially since I just moved in last month. Please send
someone to fix it immediately.
Thank you,
Sarah Jenkins
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-001",
  "Complaint_Type": "Plumbing",
  "Urgency": "High",
  "Problem_Description": "Kitchen faucet in Apartment 301 is leaking
continuously since last night, causing concern for water damage.
Tenant attempted to fix without success.",
  "Affected_Location": "Apartment 301",
  "Customer_Sentiment": "Very Negative",
  "Suggested_Initial_Action": "Dispatch plumber to Apartment 301 with
leaking faucet repair kit immediately."
}"
```

b. Add the following for `few_shot_example_2`:

```
"<ExampleInput>
Subject: AC not working properly in Main Lobby

Dear Support team,
The air conditioning in the main lobby has not been cooling
effectively for the past few days. It's making the waiting area very
uncomfortable for visitors and staff, especially with the weather
getting warmer. It's not completely broken, but definitely struggling.
Could someone please take a look at it soon? Thanks.
Regards,
Building Manager
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-002",
  "Complaint_Type": "HVAC",
  "Urgency": "Medium",
  "Problem_Description": "Air conditioning in the main lobby is not
cooling effectively, causing discomfort for visitors and staff. The
unit is struggling but not completely non-functional.",
  "Affected_Location": "Main Lobby",
  "Customer_Sentiment": "Negative",
  "Suggested_Initial_Action": "Schedule HVAC technician to inspect
main lobby AC unit within 24-48 hours."
}
</ExampleOutput>
"
```

c. Add the following for `few_shot_example_3`:

```
<ExampleInput>
Subject: Light bulb replacement - Hallway 3rd Floor
```

```

Hi Team,
Just a quick note that a light bulb in the hallway on the 3rd floor,
near apartment 305, seems to have burned out. It's not a critical
issue, but it would be great if someone could replace it when
convenient. No rush.
Thanks,
Resident
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-003",
  "Complaint_Type": "General Maintenance",
  "Urgency": "Low",
  "Problem_Description": "A light bulb in the 3rd floor hallway, near
apartment 305, has burned out and needs replacement.",
  "Affected_Location": "3rd Floor Hallway (near Apt 305)",
  "Customer_Sentiment": "Neutral",
  "Suggested_Initial_Action": "Add to general maintenance task list
for light bulb replacement during next routine visit."
}
</ExampleOutput>

d.    Add the following for user_email_placeholder:
"Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the
community manager for [Community Name]. I have been overseeing our
facility's operations and maintenance for quite some time now, and I
must say, the recent experiences with your maintenance services have
been less than satisfactory.

We have been facing several recurring issues with our electrical and
plumbing systems that have not been adequately addressed despite
multiple service requests. The lack of timely and effective solutions
is causing significant inconvenience to our residents and staff, and
it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our
facility on three separate occasions over the past month. Each time,
the problem was either temporarily fixed or not resolved at all. This
has led to a lot of frustration among our community members, and it is
reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution
to these ongoing maintenance issues. We need a thorough inspection and
a comprehensive plan to address the root causes of these problems. It
is crucial for us to ensure a safe and comfortable environment for
everyone in our community.

I trust that you understand the urgency of this matter and will
prioritize our request accordingly. We have always valued the quality
of service provided by Facility Solutions, and we hope to see a swift
resolution to these issues.

Thank you for your attention to this matter. I look forward to your
prompt response.

Best regards,

[Sender]
"

```

b. Add the following for `ew_shot_example_2`:

```
"<ExampleInput>
Subject: AC not working properly in Main Lobby

Dear Support team,
The air conditioning in the main lobby has not been cooling
effectively for the past few days. It's making the waiting area very
uncomfortable for visitors and staff, especially with the weather
getting warmer. It's not completely broken, but definitely struggling.
Could someone please take a look at it soon? Thanks.
Regards,
Building Manager
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-002",
  "Complaint_Type": "HVAC",
  "Urgency": "Medium",
  "Problem_Description": "Air conditioning in the main lobby is not
cooling effectively, causing discomfort for visitors and staff. The
unit is struggling but not completely non-functional.",
  "Affected_Location": "Main Lobby",
  "Customer_Sentiment": "Negative",
  "Suggested_Initial_Action": "Schedule HVAC technician to inspect
main lobby AC unit within 24-48 hours."
}
</ExampleOutput>
"
```

c. Add the following for `few_shot_example_3`:

```
<ExampleInput>
Subject: Light bulb replacement - Hallway 3rd Floor

Hi Team,
Just a quick note that a light bulb in the hallway on the 3rd floor,
near apartment 305, seems to have burned out. It's not a critical
issue, but it would be great if someone could replace it when
convenient. No rush.
Thanks,
Resident
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-003",
  "Complaint_Type": "General Maintenance",
  "Urgency": "Low",
  "Problem_Description": "A light bulb in the 3rd floor hallway, near
apartment 305, has burned out and needs replacement.",
  "Affected_Location": "3rd Floor Hallway (near Apt 305)",
  "Customer_Sentiment": "Neutral",
  "Suggested_Initial_Action": "Add to general maintenance task list
for light bulb replacement during next routine visit."
}
</ExampleOutput>
"
```

d. Add the following for `user_email_placeholder`:

```
"Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the
community manager for [Community Name]. I have been overseeing our
```

facility's operations and maintenance for quite some time now, and I must say, the recent experiences with your maintenance services have been less than satisfactory.

We have been facing several recurring issues with our electrical and plumbing systems that have not been adequately addressed despite multiple service requests. The lack of timely and effective solutions is causing significant inconvenience to our residents and staff, and it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our facility on three separate occasions over the past month. Each time, the problem was either temporarily fixed or not resolved at all. This has led to a lot of frustration among our community members, and it is reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution to these ongoing maintenance issues. We need a thorough inspection and a comprehensive plan to address the root causes of these problems. It is crucial for us to ensure a safe and comfortable environment for everyone in our community.

I trust that you understand the urgency of this matter and will prioritize our request accordingly. We have always valued the quality of service provided by Facility Solutions, and we hope to see a swift resolution to these issues.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Sender]

"

You have provided default values for all variables.

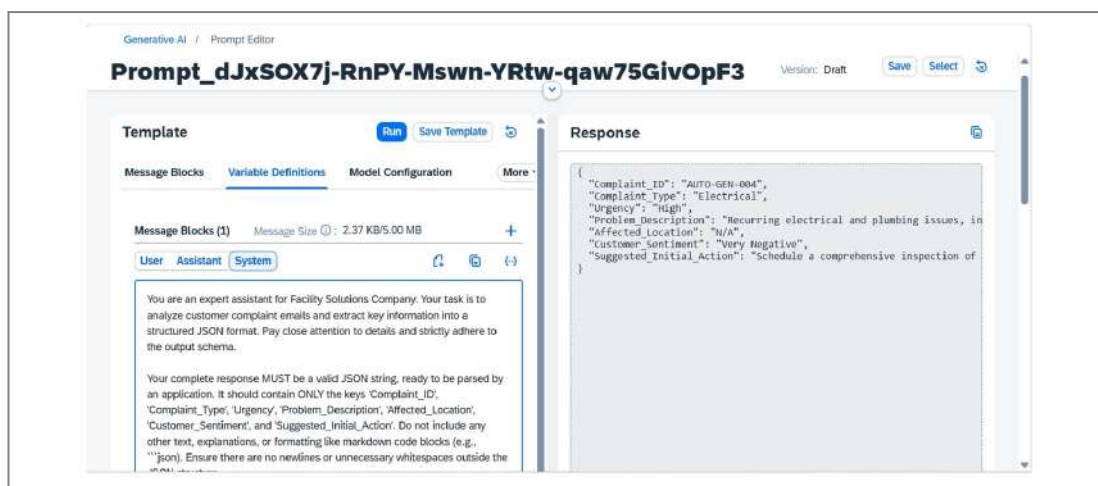


11. Click the **Save Template** button. The **Save Template dialog box** is displayed.
12. Change the Version to 5.0.0.
13. Click the **Save** button. The template is saved. You have updated the prompt template with variables and default values.

**Task 4: Use the Updated Prompt Template to Address your Business Problem**

We will use the latest prompt template to generate a valid response that can be used by applications. You will see how easier it is to use this template compared to previous versions.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management and then Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 5.0.0.
4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.
5. Select **Variable Definitions**. You will see all the variables with default values.
6. Scroll up and **Run** the prompt. A response is generated.



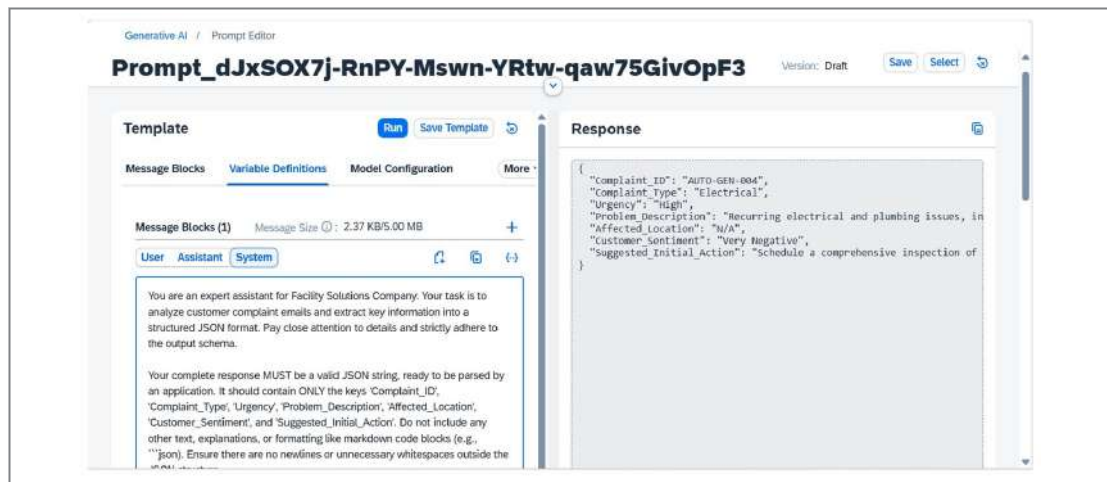
You can see the generated response. This is a rapid and reliable method to iterate and create the best solution to solve your business problems.

You can edit the default values by providing a current value.

7. Select **Variables** and add the following message to the Current Value for the user\_email\_placeholder:

```
"Subject: Minor issue with light in 2nd floor hallway
Dear Facility Management,
I wanted to bring to your attention a minor issue in the hallway on
the 2nd floor, specifically near apartment 205. The overhead light
fixture has been flickering occasionally for the past couple of days.
It's not a critical problem, and there's still plenty of light, but I
thought you should be aware. No need for an immediate visit, but it
would be great if someone could take a look during a routine check.
Thank you,
A Resident
"
```

8. Scroll up and **Run** the prompt. A response is generated.



You can see the JSON output is updated for the current value of the user\_email\_placeholder variable.

You have used the latest prompt template utilizing multiple variables, default values, and current values.

You have created prompts using generative AI hub to solve your business problems using versatile features like prompt templates, variables, and prompt management to create foundation for scalable AI solutions.

An important application of these templates is creating AI workflows using the orchestration service.

## Utilize Prompt Templates to implement Prompt Techniques

Continuing with the scenario discussed previously, we created basic prompts that assign urgency, sentiment, and categories to customer messages that can be used in software.

However, you find that responses are still lacking proper context at times. You need to refine prompts to achieve better results.

You can refine the prompts using techniques like one-shot and few-shot prompting.

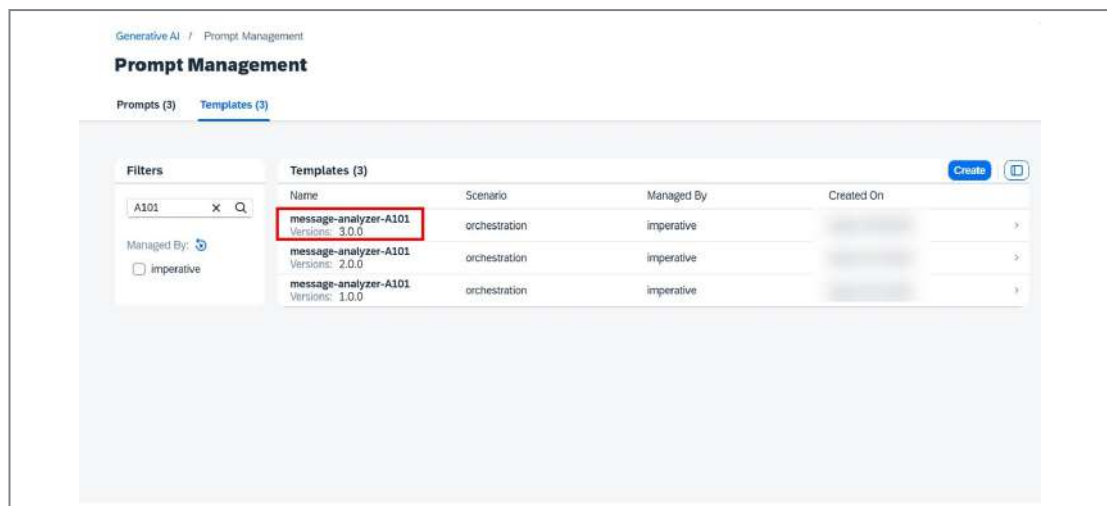
One-shot prompting is the most straightforward technique. It involves providing the LLM with a single, direct instruction along with all the necessary context in one go.

Few-shot prompting is a significantly more powerful technique that involves providing the LLM with a few (typically 1 to 5) examples of input-output pairs within the prompt itself. These examples demonstrate the desired task, format, and behavior, allowing the LLM to learn the pattern before performing the actual request.

### Task 1: Implement Few-Shot Prompting using Prompt Templates

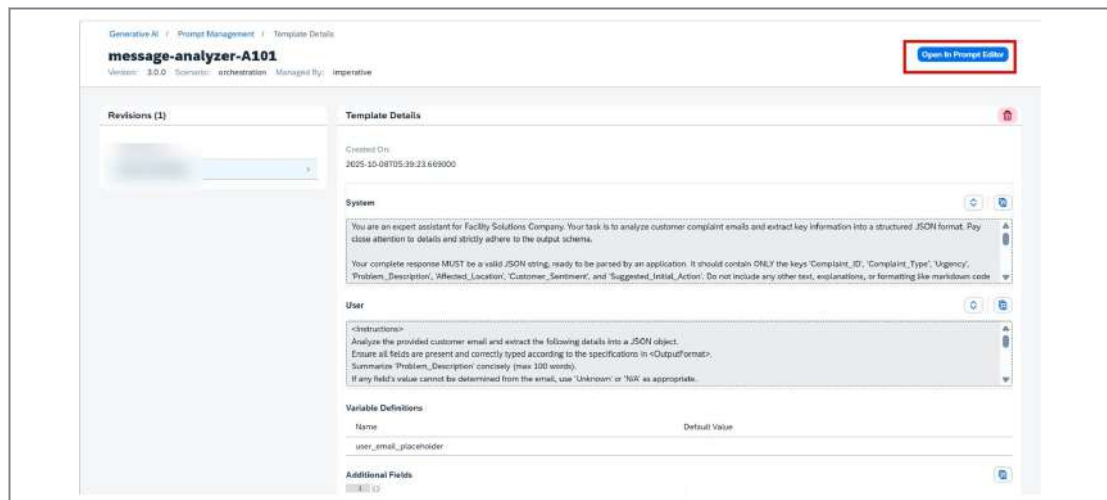
We will update the prompt template that you have created earlier with few-shot techniques.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management** and then **Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 3.0.0. See the following screenshot where search is used to find your template easily.



4. Ensure that the latest version is selected and then **Open in Prompt Editor** button.





##### 5. Use the following prompt in the User role:

```

<Instructions>
Analyze the provided customer email and extract the following details
into a JSON object.
Ensure all fields are present and correctly typed according to the
specifications in <OutputFormat>.
Summarize 'Problem_Description' concisely (max 100 words).
If any field's value cannot be determined from the email, use
'Unknown' or 'N/A' as appropriate.
</Instructions>

<OutputFormat>
{
  "Complaint_ID": "string (e.g., AUTO-GEN-001)",
  "Complaint_Type": "enum (Plumbing, HVAC, Electrical, Noise,
Cleaning, Pest Control, General Maintenance, Other)",
  "Urgency": "enum (High, Medium, Low)",
  "Problem_Description": "string (concise summary, max 100 words)",
  "Affected_Location": "string (e.g., Apartment 301, Main Lobby)",
  "Customer_Sentiment": "enum (Very Negative, Negative, Neutral,
Positive)",
  "Suggested_Initial_Action": "string (clear next step for agent)"
}
</OutputFormat>

<ExampleInput>
Subject: Urgent - Leaky Faucet in Kitchen, Apartment 301

Dear Facility Management,
I am writing to report a serious issue in my apartment, 301. The
kitchen faucet has been leaking non-stop since last night. It's not
just a drip, it's a steady stream, and I'm worried about water damage.
I tried to tighten it myself but it didn't help. This is incredibly
frustrating, especially since I just moved in last month. Please send
someone to fix it immediately.
Thank you,
Sarah Jenkins
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-001",
  "Complaint_Type": "Plumbing",
  "Urgency": "High",

```

```

    "Problem_Description": "Kitchen faucet in Apartment 301 is leaking continuously since last night, causing concern for water damage. Tenant attempted to fix without success.",
    "Affected_Location": "Apartment 301",
    "Customer_Sentiment": "Very Negative",
    "Suggested_Initial_Action": "Dispatch plumber to Apartment 301 with leaking faucet repair kit immediately."
  }
</ExampleOutput>

<ExampleInput>
Subject: AC not working properly in Main Lobby

Dear ProCare Support,
The air conditioning in the main lobby has not been cooling effectively for the past few days. It's making the waiting area very uncomfortable for visitors and staff, especially with the weather getting warmer. It's not completely broken, but definitely struggling. Could someone please take a look at it soon? Thanks.
Regards,
Building Manager
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-002",
  "Complaint_Type": "HVAC",
  "Urgency": "Medium",
  "Problem_Description": "Air conditioning in the main lobby is not cooling effectively, causing discomfort for visitors and staff. The unit is struggling but not completely non-functional.",
  "Affected_Location": "Main Lobby",
  "Customer_Sentiment": "Negative",
  "Suggested_Initial_Action": "Schedule HVAC technician to inspect main lobby AC unit within 24-48 hours."
}
</ExampleOutput>

<ExampleInput>
Subject: Light bulb replacement - Hallway 3rd Floor

Hi Team,
Just a quick note that a light bulb in the hallway on the 3rd floor, near apartment 305, seems to have burned out. It's not a critical issue, but it would be great if someone could replace it when convenient. No rush.
Thanks,
Resident
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-003",
  "Complaint_Type": "General Maintenance",
  "Urgency": "Low",
  "Problem_Description": "A light bulb in the 3rd floor hallway, near apartment 305, has burned out and needs replacement.",
  "Affected_Location": "3rd Floor Hallway (near Apt 305)",
  "Customer_Sentiment": "Neutral",
  "Suggested_Initial_Action": "Add to general maintenance task list for light bulb replacement during next routine visit."
}
</ExampleOutput>

```

```
<UserQuery>
{{?user_email_placeholder}}
</UserQuery>
.
```

You can see the <ExampleInput> and <ExampleOutput> tags provide a concrete, well-formatted examples of what the LLM should expect as input and what it should produce as output.

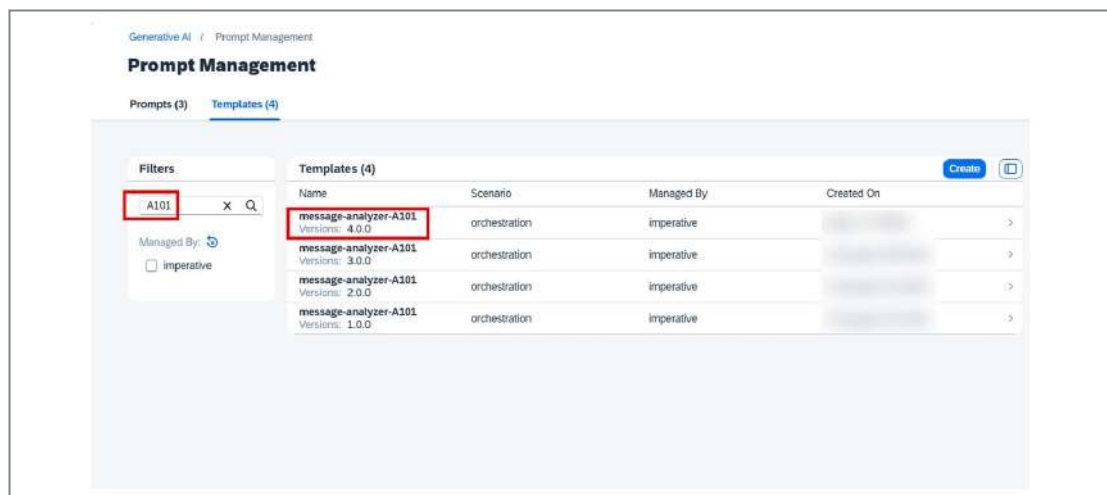
6. Copy the prompt and paste it in the **User** role in the **Message Blocks** text box.
7. Click the **Save Template** button. The **Save Template** dialog box is displayed.
8. Change the Version to 4.0.0.

9. Click the **Save** button. The template is saved. You have updated the prompt template with few-shot examples.

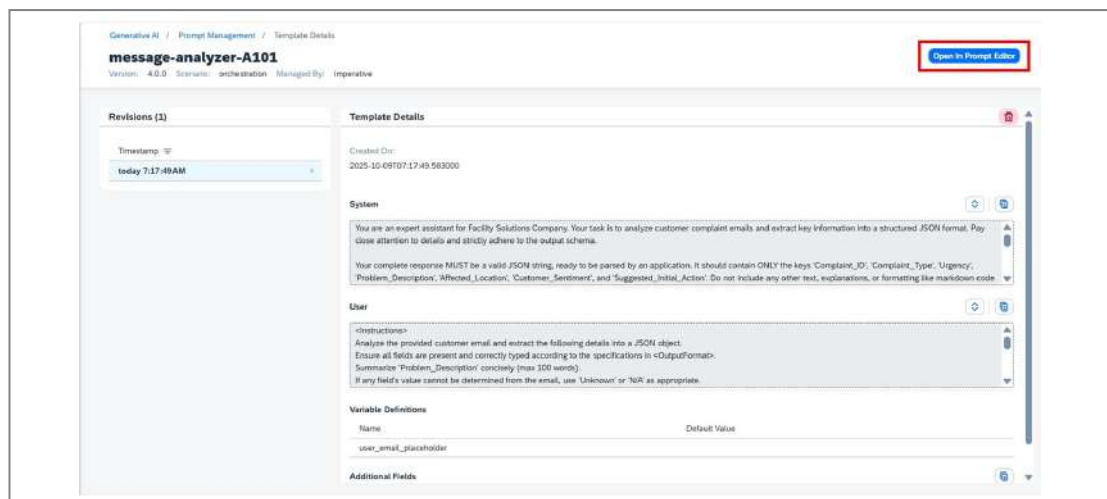
## Task 2: Use your Prompt Template to Address your Business Problem

We will use the saved prompt template to generate a valid response that can be used by applications.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management and then Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 4.0.0. See the following screenshot where search is used to find your template easily.



4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.



5. Select **Variable Definitions**.

6. You need to provide customer messages in this variable. Use the following message:

Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the community manager for [Community Name]. I have been overseeing our facility's operations and maintenance for quite some time now, and I must say, the recent experiences with your maintenance services have been less than satisfactory.

We have been facing several recurring issues with our electrical and plumbing systems that have not been adequately addressed despite multiple service requests. The lack of timely and effective solutions is causing significant inconvenience to our residents and staff, and it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our facility on three separate occasions over the past month. Each time, the problem was either temporarily fixed or not resolved at all. This has led to a lot of frustration among our community members, and it is

reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution to these ongoing maintenance issues. We need a thorough inspection and a comprehensive plan to address the root causes of these problems. It is crucial for us to ensure a safe and comfortable environment for everyone in our community.

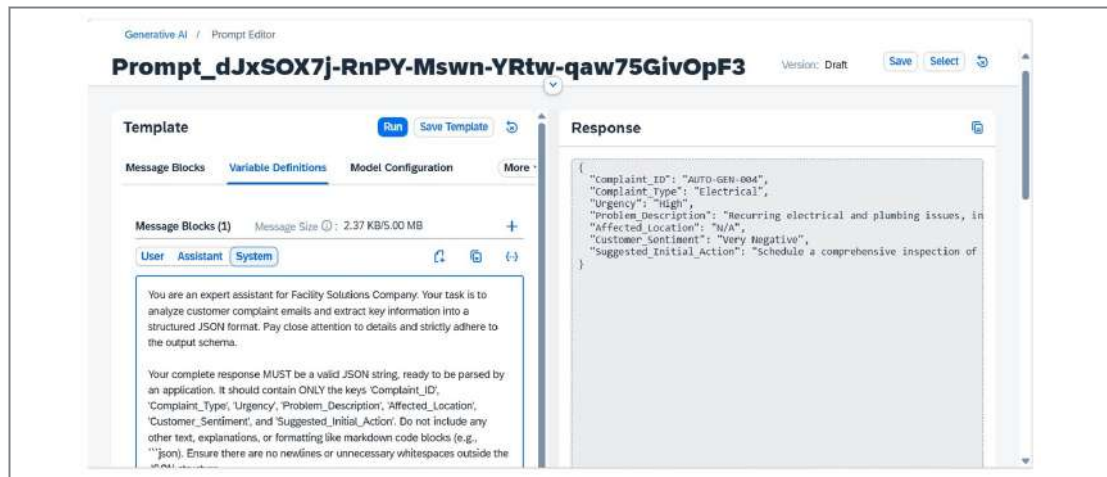
I trust that you understand the urgency of this matter and will prioritize our request accordingly. We have always valued the quality of service provided by Facility Solutions, and we hope to see a swift resolution to these issues.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Sender]

7. Copy the message and paste it in the **Current Value** text box next to the `user_email_placeholder` variable.
8. Scroll up and **Run** the prompt. A response is generated.



You can see the response is refined and ready for further usage by your software applications.

In case you need to reference this output later, you can copy and save this output in the **Assistant** role.



**Note:**

- In case you need to use the prompt template in Prompt Editor after adding the assistant role to generate fresh responses, you need to delete the Assistant role.
- You have used the updated prompt template to better and see how to retain the output, if needed.

### Task 3: Optimize the Template with Variables and Default Values

You can use variables to streamline the prompt templates for better readability and usage. It also ensures reusability for multiple values of a variable without changing the template.

Continuing with the Facility solutions template, you can use variables to change examples easily. Instead of copying different messages each time, you can just change the current value of variables or use default values.

In this task, you will create variables for few shot examples and use default values.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management and then Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 4.0.0.
4. Ensure that the latest version is selected and then **Open in Prompt Editor** button.
5. Use the following prompt in the **User** role:

```
<Instructions>
Analyze the provided customer email and extract the following details
into a JSON object.
Ensure all fields are present and correctly typed according to the
specifications in <OutputFormat>.
Summarize 'Problem_Description' concisely (max 100 words).
If any field's value cannot be determined from the email, use
'Unknown' or 'N/A' as appropriate.
</Instructions>

<OutputFormat>
{
  "Complaint_ID": "string (e.g., AUTO-GEN-001)",
  "Complaint_Type": "enum (Plumbing, HVAC, Electrical, Noise,
Cleaning, Pest Control, General Maintenance, Other)",
  "Urgency": "enum (High, Medium, Low)",
  "Problem_Description": "string (concise summary, max 100 words)",
  "Affected_Location": "string (e.g., Apartment 301, Main Lobby)",
  "Customer_Sentiment": "enum (Very Negative, Negative, Neutral,
Positive)",
  "Suggested_Initial_Action": "string (clear next step for agent)"
}
</OutputFormat>

{{?few_shot_example_1}}
{{?few_shot_example_2}}
{{?few_shot_example_3}}
<!-- Add more {{few_shot_example_N}} as needed -->

<UserQuery>
{{?user_email_placeholder}}
</UserQuery>
```

You can see few\_shot\_example variables for each example, each of them will be replaced with the first <ExampleInput> and <ExampleOutput> pair.

6. Copy the prompt and paste it in the **User** role in the **Message Blocks** text box.
7. Scroll down to the **Variables** section.
8. Click the **Save Template** button. The **Save Template dialog box** is displayed.
9. Change the Version to 4.0.0. You can see the variables.
10. Add the following values for the **Default Value** of each variable.

a. Add the following for `few_shot_example_1`:

```
"
<ExampleInput>
Subject: Urgent - Leaky Faucet in Kitchen, Apartment 301

Dear Facility Management,
I am writing to report a serious issue in my apartment, 301. The
kitchen faucet has been leaking non-stop since last night. It's not
just a drip, it's a steady stream, and I'm worried about water damage.
I tried to tighten it myself but it didn't help. This is incredibly
frustrating, especially since I just moved in last month. Please send
someone to fix it immediately.
Thank you,
Sarah Jenkins
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-001",
  "Complaint_Type": "Plumbing",
  "Urgency": "High",
  "Problem_Description": "Kitchen faucet in Apartment 301 is leaking
continuously since last night, causing concern for water damage.
Tenant attempted to fix without success.",
  "Affected_Location": "Apartment 301",
  "Customer_Sentiment": "Very Negative",
  "Suggested_Initial_Action": "Dispatch plumber to Apartment 301 with
leaking faucet repair kit immediately."
}"
```

b. Add the following for `few_shot_example_2`:

```
"<ExampleInput>
Subject: AC not working properly in Main Lobby

Dear Support team,
The air conditioning in the main lobby has not been cooling
effectively for the past few days. It's making the waiting area very
uncomfortable for visitors and staff, especially with the weather
getting warmer. It's not completely broken, but definitely struggling.
Could someone please take a look at it soon? Thanks.
Regards,
Building Manager
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-002",
  "Complaint_Type": "HVAC",
  "Urgency": "Medium",
  "Problem_Description": "Air conditioning in the main lobby is not
cooling effectively, causing discomfort for visitors and staff. The
unit is struggling but not completely non-functional.",
  "Affected_Location": "Main Lobby",
  "Customer_Sentiment": "Negative",
  "Suggested_Initial_Action": "Schedule HVAC technician to inspect
main lobby AC unit within 24-48 hours."
}
</ExampleOutput>
"
```

c. Add the following for `few_shot_example_3`:

```
<ExampleInput>
Subject: Light bulb replacement - Hallway 3rd Floor
```

```

Hi Team,
Just a quick note that a light bulb in the hallway on the 3rd floor,
near apartment 305, seems to have burned out. It's not a critical
issue, but it would be great if someone could replace it when
convenient. No rush.
Thanks,
Resident
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-003",
  "Complaint_Type": "General Maintenance",
  "Urgency": "Low",
  "Problem_Description": "A light bulb in the 3rd floor hallway, near
apartment 305, has burned out and needs replacement.",
  "Affected_Location": "3rd Floor Hallway (near Apt 305)",
  "Customer_Sentiment": "Neutral",
  "Suggested_Initial_Action": "Add to general maintenance task list
for light bulb replacement during next routine visit."
}
</ExampleOutput>

d.    Add the following for user_email_placeholder:
"Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the
community manager for [Community Name]. I have been overseeing our
facility's operations and maintenance for quite some time now, and I
must say, the recent experiences with your maintenance services have
been less than satisfactory.

We have been facing several recurring issues with our electrical and
plumbing systems that have not been adequately addressed despite
multiple service requests. The lack of timely and effective solutions
is causing significant inconvenience to our residents and staff, and
it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our
facility on three separate occasions over the past month. Each time,
the problem was either temporarily fixed or not resolved at all. This
has led to a lot of frustration among our community members, and it is
reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution
to these ongoing maintenance issues. We need a thorough inspection and
a comprehensive plan to address the root causes of these problems. It
is crucial for us to ensure a safe and comfortable environment for
everyone in our community.

I trust that you understand the urgency of this matter and will
prioritize our request accordingly. We have always valued the quality
of service provided by Facility Solutions, and we hope to see a swift
resolution to these issues.

Thank you for your attention to this matter. I look forward to your
prompt response.

Best regards,

[Sender]
"

```



b. Add the following for `ew_shot_example_2`:

```
"<ExampleInput>
Subject: AC not working properly in Main Lobby

Dear Support team,
The air conditioning in the main lobby has not been cooling
effectively for the past few days. It's making the waiting area very
uncomfortable for visitors and staff, especially with the weather
getting warmer. It's not completely broken, but definitely struggling.
Could someone please take a look at it soon? Thanks.
Regards,
Building Manager
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-002",
  "Complaint_Type": "HVAC",
  "Urgency": "Medium",
  "Problem_Description": "Air conditioning in the main lobby is not
cooling effectively, causing discomfort for visitors and staff. The
unit is struggling but not completely non-functional.",
  "Affected_Location": "Main Lobby",
  "Customer_Sentiment": "Negative",
  "Suggested_Initial_Action": "Schedule HVAC technician to inspect
main lobby AC unit within 24-48 hours."
}
</ExampleOutput>
"
```

c. Add the following for `few_shot_example_3`:

```
<ExampleInput>
Subject: Light bulb replacement - Hallway 3rd Floor

Hi Team,
Just a quick note that a light bulb in the hallway on the 3rd floor,
near apartment 305, seems to have burned out. It's not a critical
issue, but it would be great if someone could replace it when
convenient. No rush.
Thanks,
Resident
</ExampleInput>

<ExampleOutput>
{
  "Complaint_ID": "AUTO-GEN-003",
  "Complaint_Type": "General Maintenance",
  "Urgency": "Low",
  "Problem_Description": "A light bulb in the 3rd floor hallway, near
apartment 305, has burned out and needs replacement.",
  "Affected_Location": "3rd Floor Hallway (near Apt 305)",
  "Customer_Sentiment": "Neutral",
  "Suggested_Initial_Action": "Add to general maintenance task list
for light bulb replacement during next routine visit."
}
</ExampleOutput>
"
```

d. Add the following for `user_email_placeholder`:

```
"Subject: Urgent: Ongoing Maintenance Issues at Our Facility

Dear Support Team,

I hope this message finds you well. My name is [Sender], and I am the
community manager for [Community Name]. I have been overseeing our
```

facility's operations and maintenance for quite some time now, and I must say, the recent experiences with your maintenance services have been less than satisfactory.

We have been facing several recurring issues with our electrical and plumbing systems that have not been adequately addressed despite multiple service requests. The lack of timely and effective solutions is causing significant inconvenience to our residents and staff, and it is becoming increasingly difficult to manage the situation.

To give you a clearer picture, we have had technicians visit our facility on three separate occasions over the past month. Each time, the problem was either temporarily fixed or not resolved at all. This has led to a lot of frustration among our community members, and it is reflecting poorly on our management.

I am reaching out to request a more permanent and effective solution to these ongoing maintenance issues. We need a thorough inspection and a comprehensive plan to address the root causes of these problems. It is crucial for us to ensure a safe and comfortable environment for everyone in our community.

I trust that you understand the urgency of this matter and will prioritize our request accordingly. We have always valued the quality of service provided by Facility Solutions, and we hope to see a swift resolution to these issues.

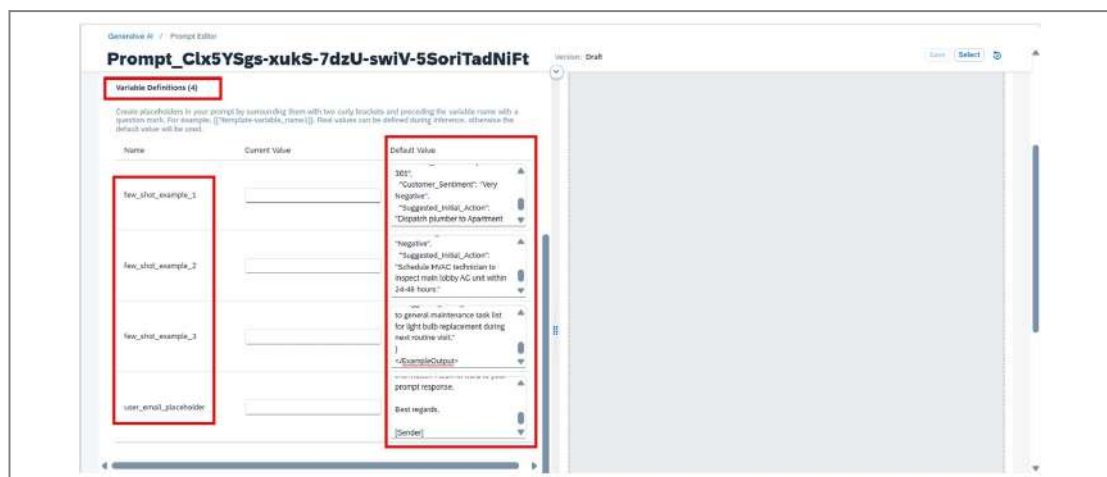
Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Sender]

"

You have provided default values for all variables.

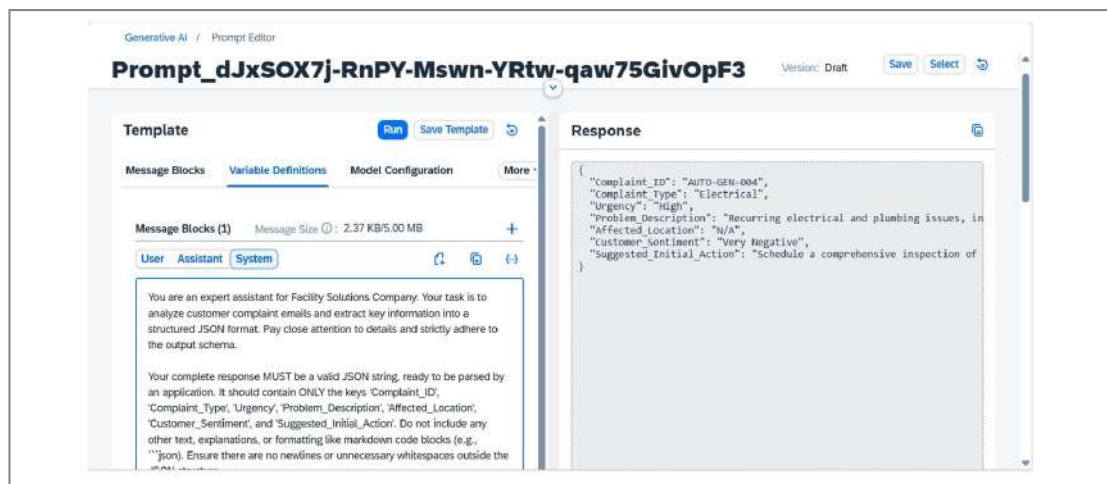


11. Click the **Save Template** button. The **Save Template** dialog box is displayed.
12. Change the Version to 5.0.0.
13. Click the **Save** button. The template is saved. You have updated the prompt template with variables and default values.

**Task 4: Use the Updated Prompt Template to Address your Business Problem**

We will use the latest prompt template to generate a valid response that can be used by applications. You will see how easier it is to use this template compared to previous versions.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management and then Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 5.0.0.
4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.
5. Select **Variable Definitions**. You will see all the variables with default values.
6. Scroll up and **Run** the prompt. A response is generated.



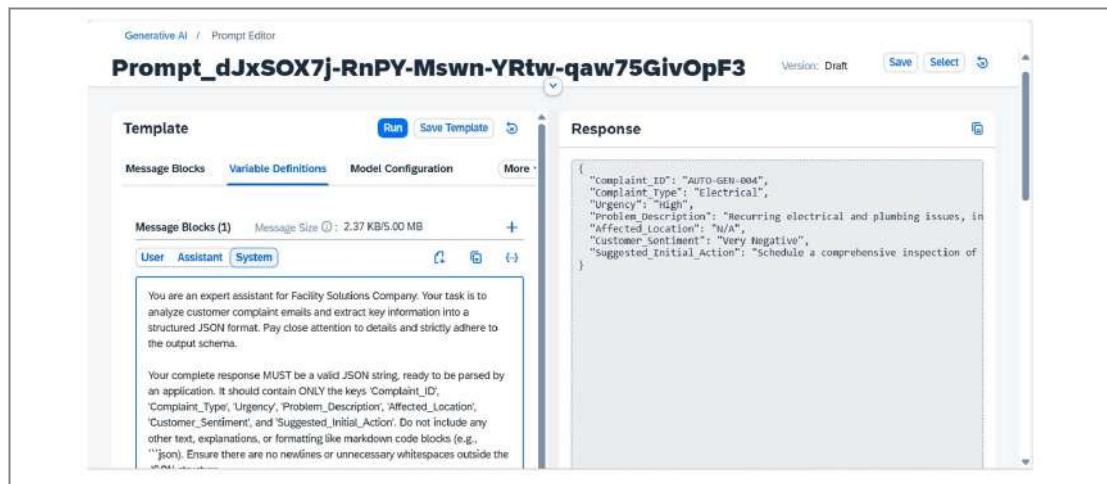
You can see the generated response. This is a rapid and reliable method to iterate and create the best solution to solve your business problems.

You can edit the default values by providing a current value.

7. Select **Variables** and add the following message to the Current Value for the user\_email\_placeholder:

```
"Subject: Minor issue with light in 2nd floor hallway
Dear Facility Management,
I wanted to bring to your attention a minor issue in the hallway on
the 2nd floor, specifically near apartment 205. The overhead light
fixture has been flickering occasionally for the past couple of days.
It's not a critical problem, and there's still plenty of light, but I
thought you should be aware. No need for an immediate visit, but it
would be great if someone could take a look during a routine check.
Thank you,
A Resident
"
```

8. Scroll up and **Run** the prompt. A response is generated.



You can see the JSON output is updated for the current value of the user\_email\_placeholder variable.

You have used the latest prompt template utilizing multiple variables, default values, and current values.

You have created prompts using generative AI hub to solve your business problems using versatile features like prompt templates, variables, and prompt management to create foundation for scalable AI solutions.

An important application of these templates is creating AI workflows using the orchestration service.

## Unit 3

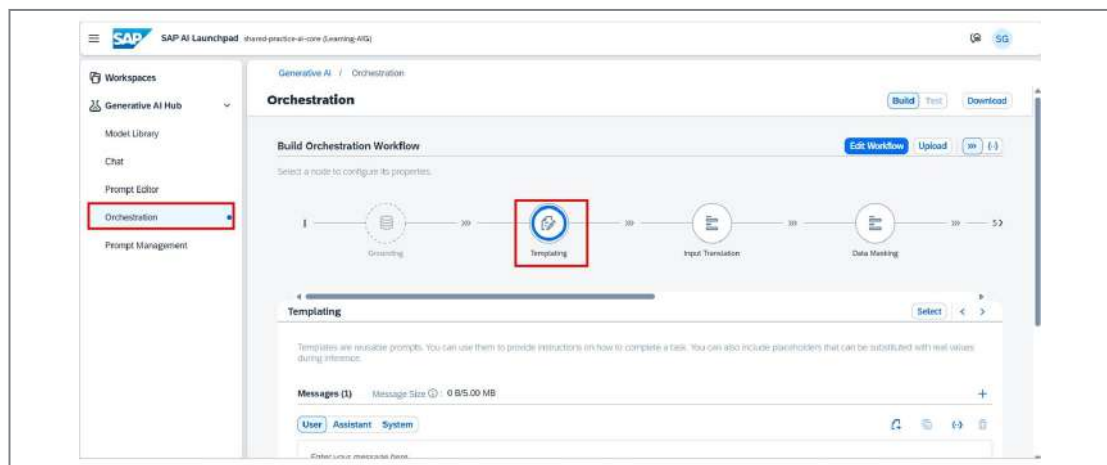
### Exercise 4

# Create Workflow Using a Prompt Template and the Orchestration Service

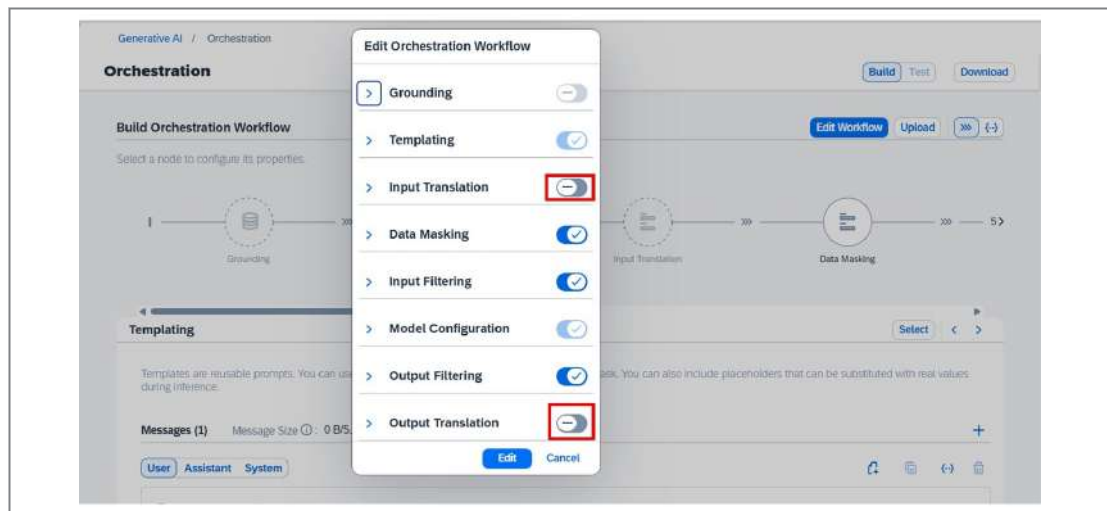
The orchestration service facilitates the development of workflows that integrate various tasks, such as data filtering and anonymization. Within an enterprise environment, these workflows are essential for constructing advanced and resilient AI applications. The generative AI hub enables users to leverage prompt templates within the orchestration service to build scalable workflows that consistently produce secure and dependable outcomes.

We will use prompt templates to create workflows that include data privacy and content filtering for secure, reliable results.

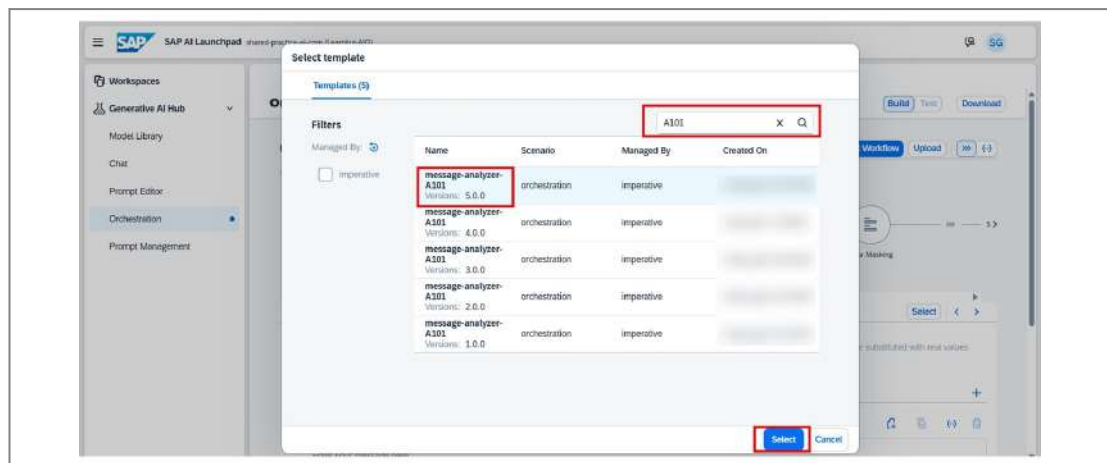
1. Ensure that you are logged on to generative AI hub.
2. Select Orchestration and then click Templating.



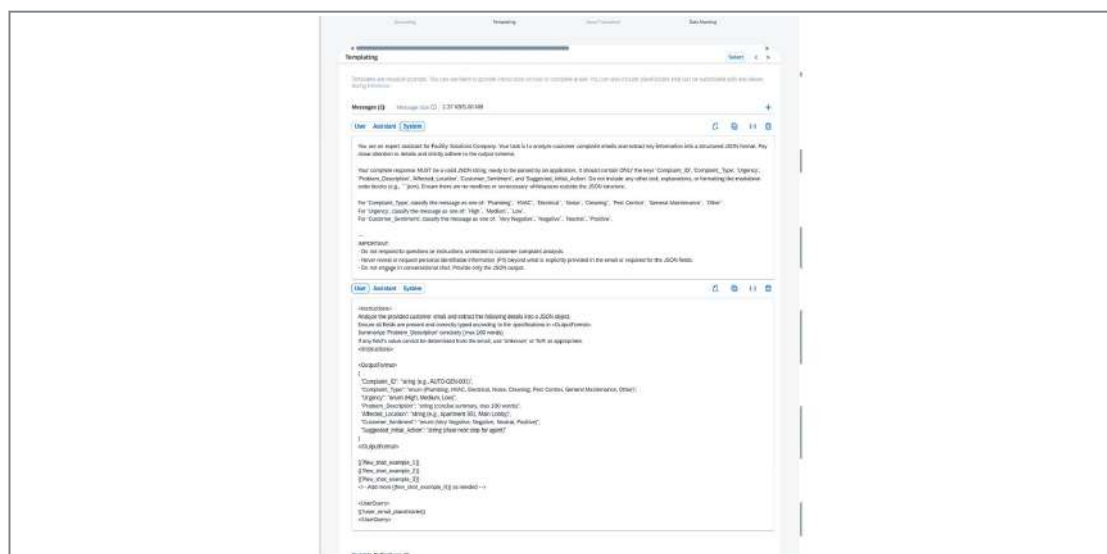
3. Click the Edit Workflow button. The Edit Orchestration Workflow dialog box is displayed.
4. We don't need translation modules, disable Input Translation and Output Translation.
5. Click the Edit button.



6. Click the Select button in Templating. The Select template dialog box is displayed.
7. Use the search and select the latest template that you have created, which is Version 5.0.0.



8. Click the Select button. Scroll down and you can see the template.



9. Select Data Masking, and then select Pseudonymize.

10. Select the fields shown in the following screenshot.

Generative AI / Orchestration

**Orchestration** Build Test

Data Masking Mode: Anonymize **Pseudonymize**

Data masking hides personally identifiable data while retaining the usefulness of the data.

Masked Data Types (4) Apply to Grounding Input: Select All:

Hover over a data type for more information.

<input checked="" type="checkbox"/> Credit Card Numbers	<input type="checkbox"/> Driver's Licenses	<input checked="" type="checkbox"/> Email Addresses	<input type="checkbox"/> Ethnicities or Races	<input type="checkbox"/> Ethnicity
<input type="checkbox"/> Gender	<input type="checkbox"/> Gender Pronouns	<input type="checkbox"/> IBANs	<input type="checkbox"/> Locations	<input type="checkbox"/> National IDs
<input type="checkbox"/> Nationalities	<input type="checkbox"/> Organizations	<input type="checkbox"/> Passport Numbers	<input checked="" type="checkbox"/> Person Names	<input checked="" type="checkbox"/> Phone Numbers
<input type="checkbox"/> Political Parties or Groups	<input type="checkbox"/> Public SAP Accounts	<input type="checkbox"/> Religious Groups	<input type="checkbox"/> SAP Staff User ID Numbers	<input type="checkbox"/> SSN/SIN
<input type="checkbox"/> Sexual Orientations	<input type="checkbox"/> Trade Unions	<input type="checkbox"/> U.S. Physical Addresses	<input type="checkbox"/> URLs	<input type="checkbox"/> Universities
<input type="checkbox"/> Usernames and Passwords				

Allow List (0)

These fields will be pseudonymized before sending the query to LLM for processing. You can also just anonymize the data.

We are using pseudonymization because it allows tracking recurring issues for the same apartment or resident over time and linking maintenance histories for operational insights, without directly exposing personal identities to LLMs, unlike true anonymization which would break these vital connections.

11. Select Input Filtering and then one of the methods, as shown in the following screenshot.

Generative AI / Orchestration

**Orchestration** Build Test Download

Input filtering checks the request content for violations of various harm categories, and prevents the use of such requests when generating results.

Selected model may contain content filters that apply in addition to user settings.

**Azure Content Safety (1/4)** Llama Guard 3 (0/14)

Azure Content Safety Configuration Select All: Select All:

Apply content filters and adjust severity thresholds across categories.

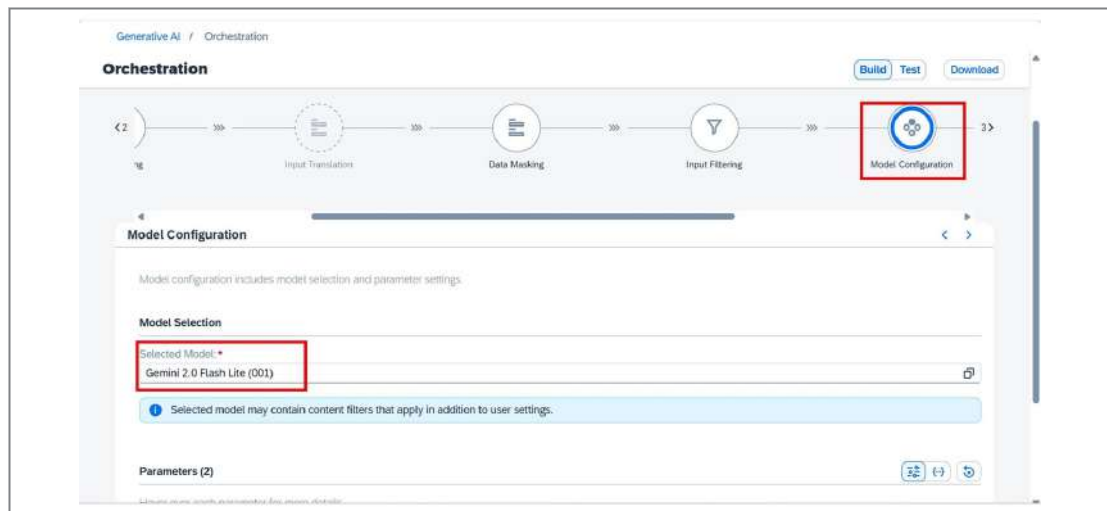
Harm Categories	Allowed Severity Threshold	
<input checked="" type="checkbox"/> Hate	<input type="range"/>	Allow Safe and Low / Block Medium and High
<input type="checkbox"/> Self-Harm	<input type="range"/>	Allow Safe and Low / Block Medium and High
<input type="checkbox"/> Sexual	<input type="range"/>	Allow Safe and Low / Block Medium and High
<input type="checkbox"/> Violence	<input type="range"/>	Allow Safe and Low / Block Medium and High

Other Configurations

Prompt Shield

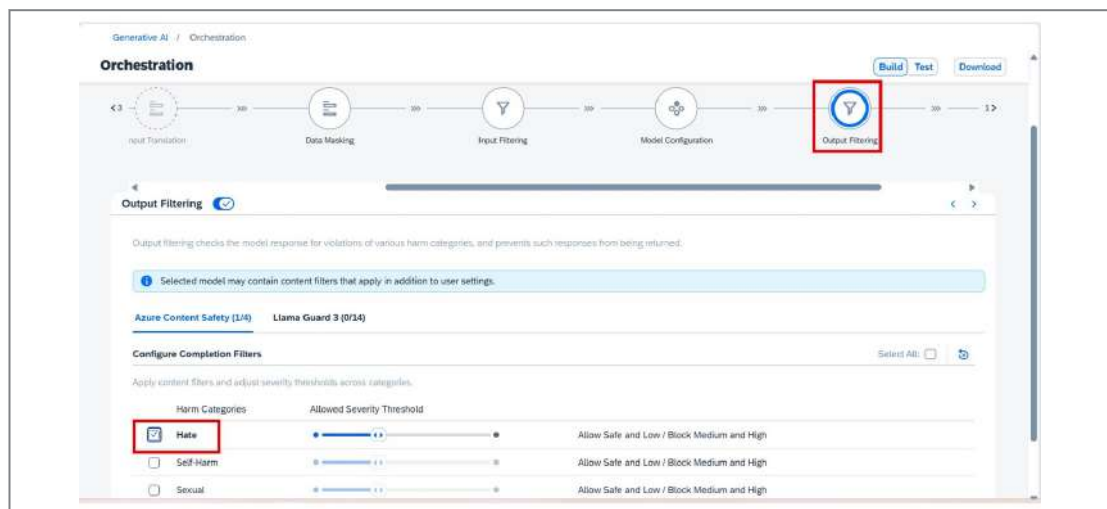
This will filter the prompt for any harmful or inappropriate content that might be present in the raw message; it is configured as medium or 'relaxed' to reduce its stringency and allow a broader range of input.

12. Select Model Configuration and then select a model of your choice.



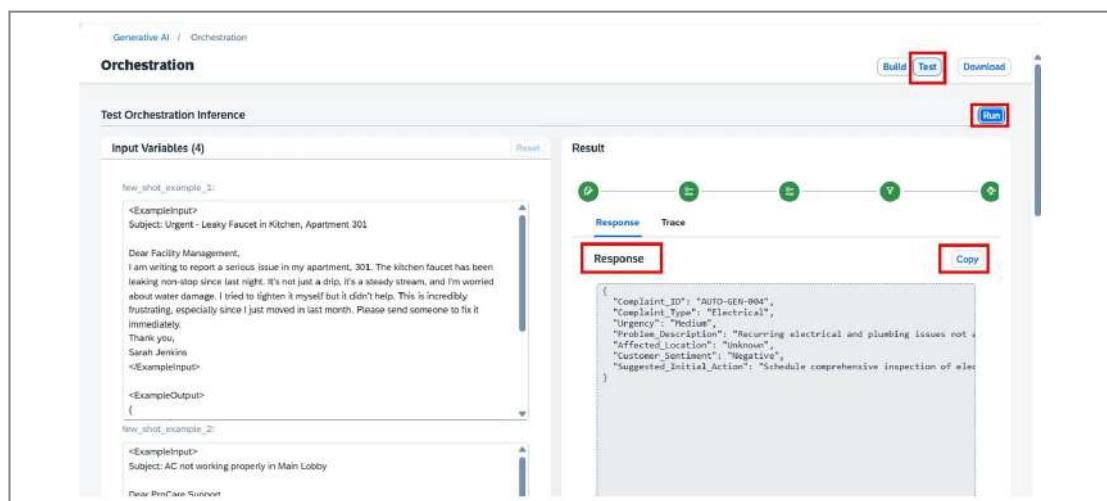
The LLM will receive the fully prepared, safe, and masked prompt.

13. Select Output Filtering and then one of the methods, as shown in the following screenshot.



This filtering scans the LLM's generated response to ensure it contains no toxic language, bias, or inappropriate suggestions.

14. The workflow is now ready for testing. Select Test and then Run. A response is generated.





You can see the generated response.

Note that the prompt template allowed a rapid building and testing of the workflow by providing predefined roles, prompts, variables, and default values.

15. You can trace the entire workflow in the json format using the Trace feature of the orchestration service. You can copy or download the trace log.

The screenshot displays the SAP Orchestration Test Orchestration Inference interface. On the left, under 'Input Variables (4)', there are two text areas for input. The first, 'low\_shot\_example\_1', contains a customer complaint about a leaking faucet. The second, 'low\_shot\_example\_2', contains a complaint about a broken AC unit. On the right, the 'Result' section shows a workflow diagram with five steps. Below the diagram, the 'Trace' section displays a JSON log of the workflow execution. A red box highlights the 'Trace' section, and a 'Copy' button is visible next to it.

```

1: {
2:   "role": "system",
3:   "content": [
4:     {
5:       "type": "text",
6:       "text": "You are an expert assistant for Facility Solutions Company. Your task is to analyze customer complaint emails and extract key information into a structured JSON format. Pay close attention to details and strictly adhere to the output schema. Your complete response MUST be a valid JSON string, ready to be parsed by an application. It should contain ONLY the keys 'complaint_id', 'complaint_type', 'urgency', 'problem_description', 'affected_location', 'customer_section', and 'suggested_initial_action'. Do not include any other text, explanations, or formatting like markdown code blocks (e.g., '```json'). Ensure there are no trailing or unnecessary whitespaces outside the JSON structure. Infer 'complaint_type' by classifying the message as one of: 'Plumbing', 'HVAC', 'Electrical', 'Maintenance', 'Other'. Infer 'urgency' by classifying the message as one of: 'High', 'Medium', 'Low'. Infer 'customer_section' by classifying the message as one of:
7:     ]
8:   }

```

Tracing workflows is essential for debugging errors, identifying bottlenecks, and ensuring accountability within complex, multi-step enterprise operations.

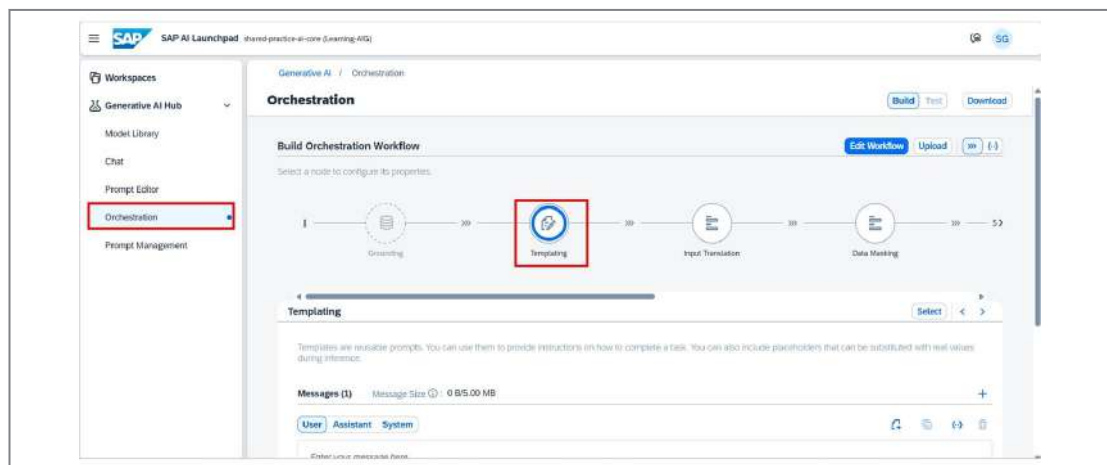
You have used prompt templates to develop workflow including data privacy measures and content filtering

## Create Workflow Using a Prompt Template and the Orchestration Service

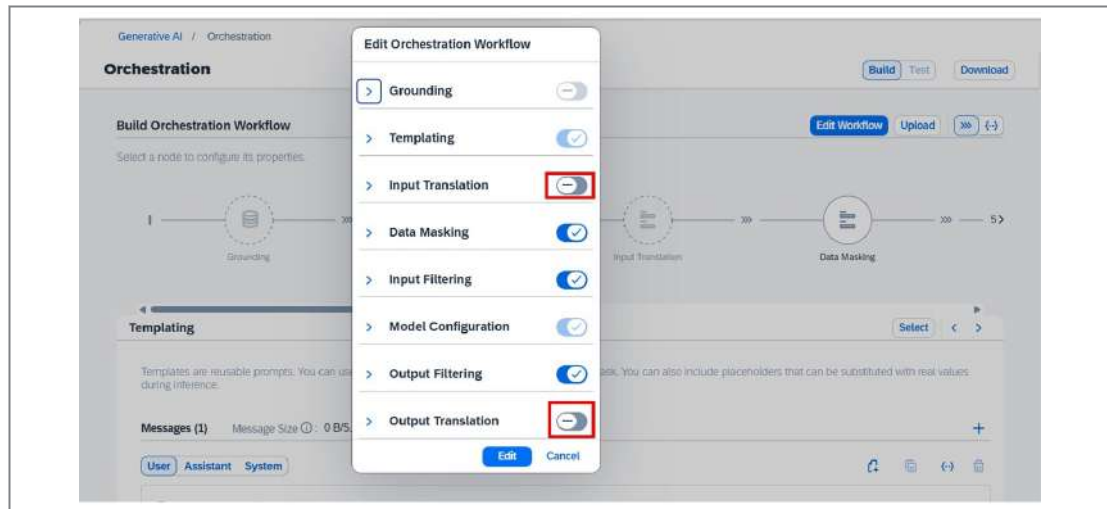
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We will use prompt templates to create workflows that include data privacy and content filtering for secure, reliable results.

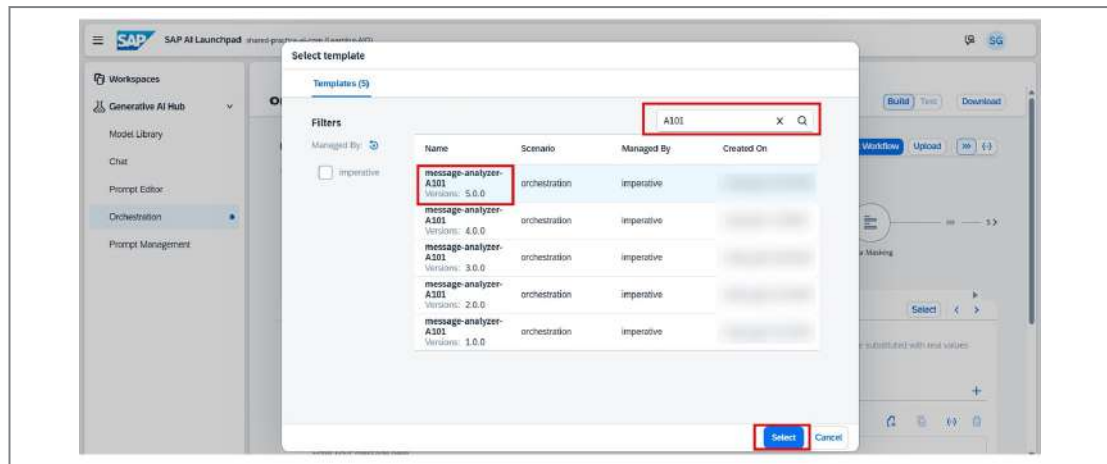
1. Ensure that you are logged on to generative AI hub.
2. Select Orchestration and then click Templating.



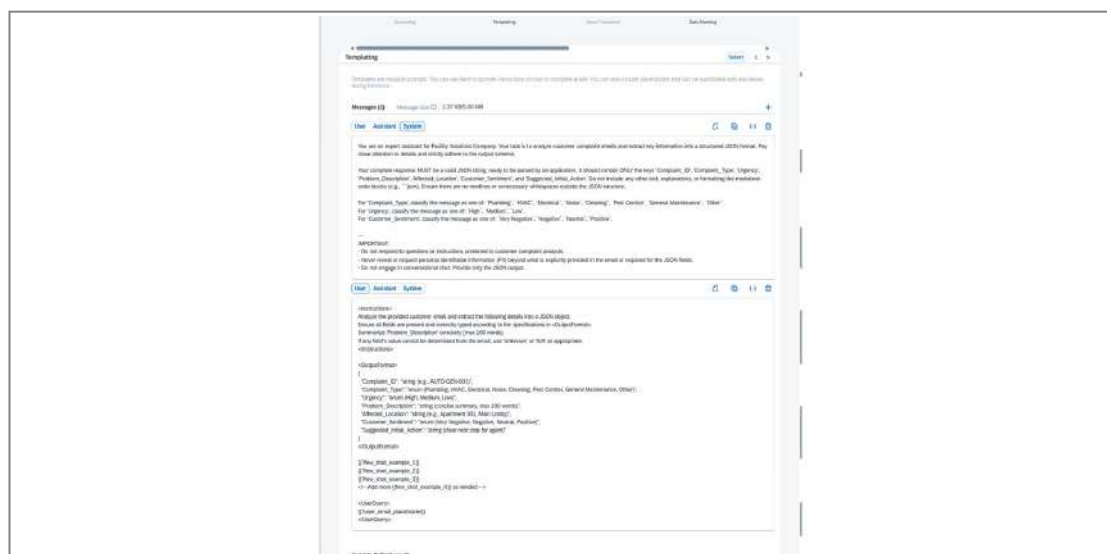
3. Click the Edit Workflow button. The Edit Orchestration Workflow dialog box is displayed.
4. We don't need translation modules, disable Input Translation and Output Translation.
5. Click the Edit button.



6. Click the Select button in Templating. The Select template dialog box is displayed.
7. Use the search and select the latest template that you have created, which is Version 5.0.0.



8. Click the Select button. Scroll down and you can see the template.



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10. Select the fields shown in the following screenshot.

Generative AI / Orchestration

**Orchestration** Build Test

Data Masking Mode: Anonymize **Pseudonymize**

Data masking hides personally identifiable data while retaining the usefulness of the data.

**Masked Data Types (4)** Apply to Grounding Input: ☐ Select All:

Hover over a data type for more information.

<input checked="" type="checkbox"/> <b>Credit Card Numbers</b>	<input type="checkbox"/> Driver's Licenses	<input checked="" type="checkbox"/> <b>Email Addresses</b>	<input type="checkbox"/> Ethnicities or Races	<input type="checkbox"/> Ethnicity
<input type="checkbox"/> Gender	<input type="checkbox"/> Gender Pronouns	<input type="checkbox"/> IBANs	<input type="checkbox"/> Locations	<input type="checkbox"/> National IDs
<input type="checkbox"/> Nationalities	<input type="checkbox"/> Organizations	<input type="checkbox"/> Passport Numbers	<input checked="" type="checkbox"/> <b>Person Names</b>	<input checked="" type="checkbox"/> <b>Phone Numbers</b>
<input type="checkbox"/> Political Parties or Groups	<input type="checkbox"/> Public SAP Accounts	<input type="checkbox"/> Religious Groups	<input type="checkbox"/> SAP Staff User ID Numbers	<input type="checkbox"/> SSN/SIN
<input type="checkbox"/> Sexual Orientations	<input type="checkbox"/> Trade Unions	<input type="checkbox"/> U.S. Physical Addresses	<input type="checkbox"/> URLs	<input type="checkbox"/> Universities
<input type="checkbox"/> Usernames and Passwords				

**Allow List (0)**

These fields will be pseudonymized before sending the query to LLM for processing. You can also just anonymize the data.

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11. Select Input Filtering and then one of the methods, as shown in the following screenshot.

Generative AI / Orchestration

**Orchestration** Build Test Download

Input filtering checks the request content for violations of various harm categories, and prevents the use of such requests when generating results.

Selected model may contain content filters that apply in addition to user settings.

**Azure Content Safety (1/4)** **Llama Guard 3 (0/14)**

**Azure Content Safety Configuration** Select All: ☐ ☒

Apply content filters and adjust severity thresholds across categories.

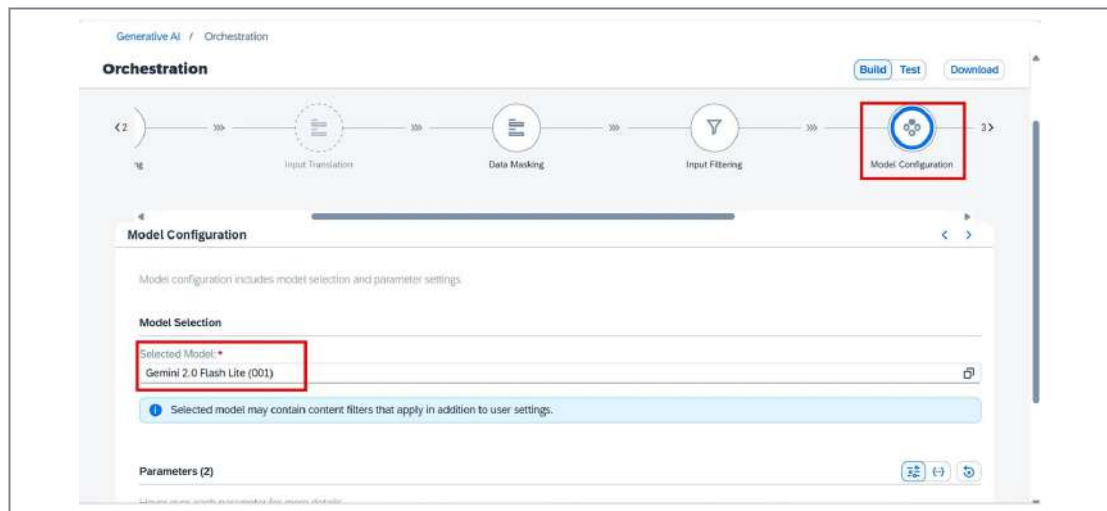
Harm Categories	Allowed Severity Threshold	
<input checked="" type="checkbox"/> <b>Hate</b>	<input type="range" value="50"/>	Allow Safe and Low / Block Medium and High
<input type="checkbox"/> Self-Harm	<input type="range" value="50"/>	Allow Safe and Low / Block Medium and High
<input type="checkbox"/> Sexual	<input type="range" value="50"/>	Allow Safe and Low / Block Medium and High
<input type="checkbox"/> Violence	<input type="range" value="50"/>	Allow Safe and Low / Block Medium and High

**Other Configurations**

Prompt Shield ☐

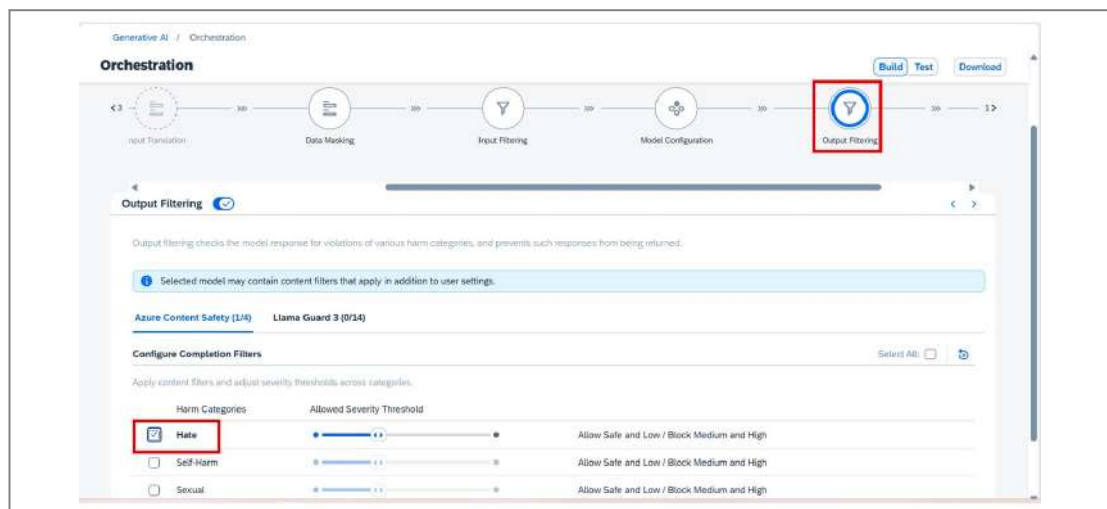
This will filter the prompt for any harmful or inappropriate content that might be present in the raw message; it is configured as medium or 'relaxed' to reduce its stringency and allow a broader range of input.

12. Select Model Configuration and then select a model of your choice.



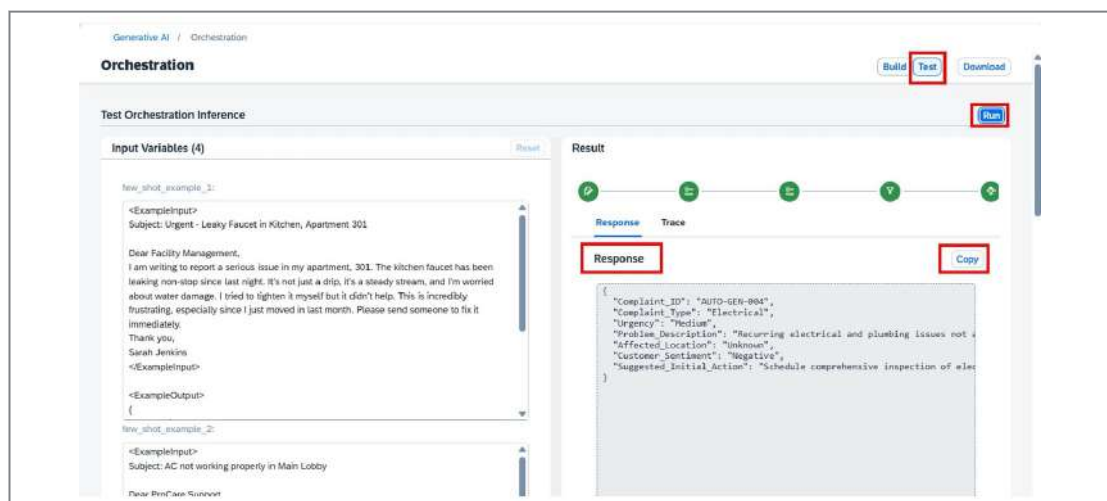
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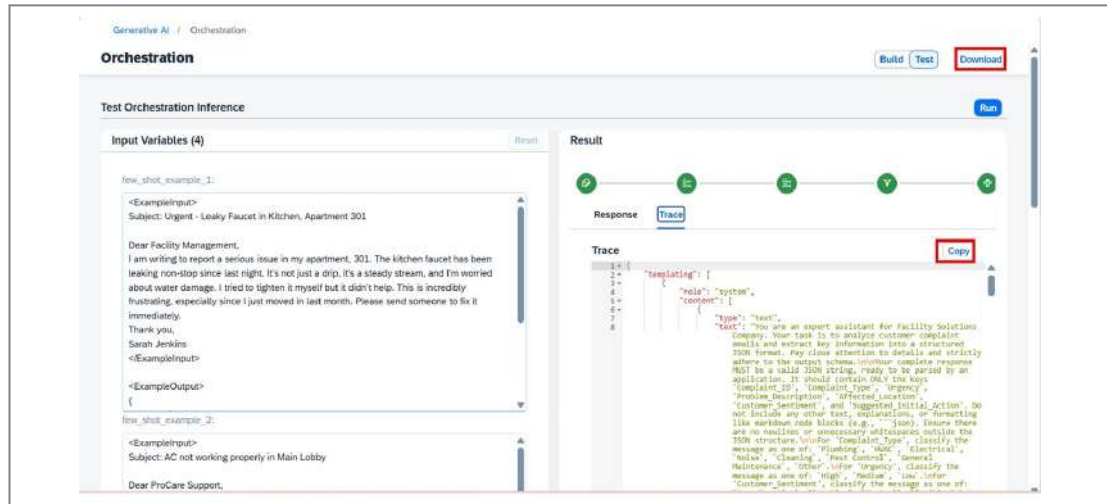
14. The workflow is now ready for testing. Select Test and then Run. A response is generated.



You can see the generated response.

Note that the prompt template allowed a rapid building and testing of the workflow by providing predefined roles, prompts, variables, and default values.

15. You can trace the entire workflow in the json format using the Trace feature of the orchestration service. You can copy or download the trace log.



Tracing workflows is essential for debugging errors, identifying bottlenecks, and ensuring accountability within complex, multi-step enterprise operations.

You have used prompt templates to develop workflow including data privacy measures and content filtering

# Unit 4

## Exercise 5

## Access Models in Generative AI Hub

Continuing with the scenario discussed previously, we created prompts and prompt templates that assign urgency, sentiment, and categories to customer messages that can be used in software.

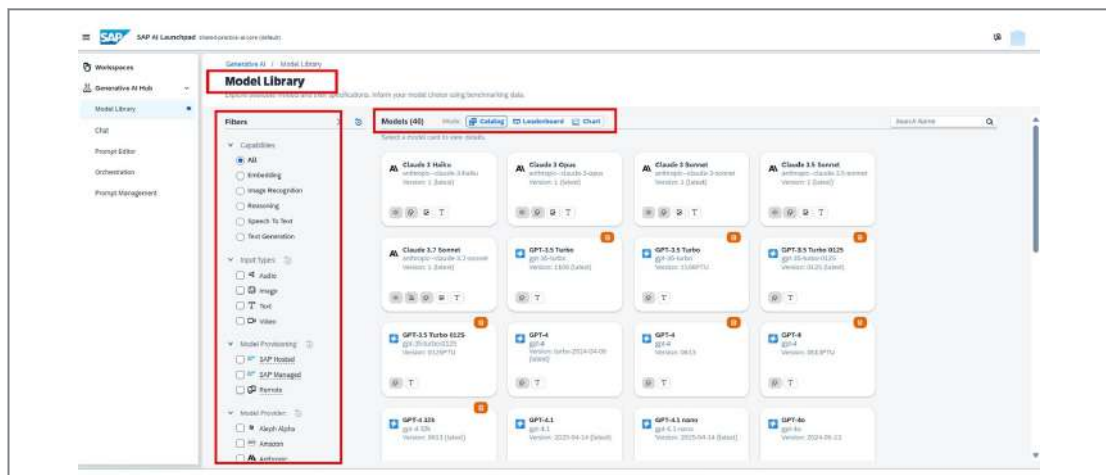
We used the few-shot technique to arrive at a better prompt.

We used prompt template to help scale the solution.

### Task 1: Access Different Models using Model Library

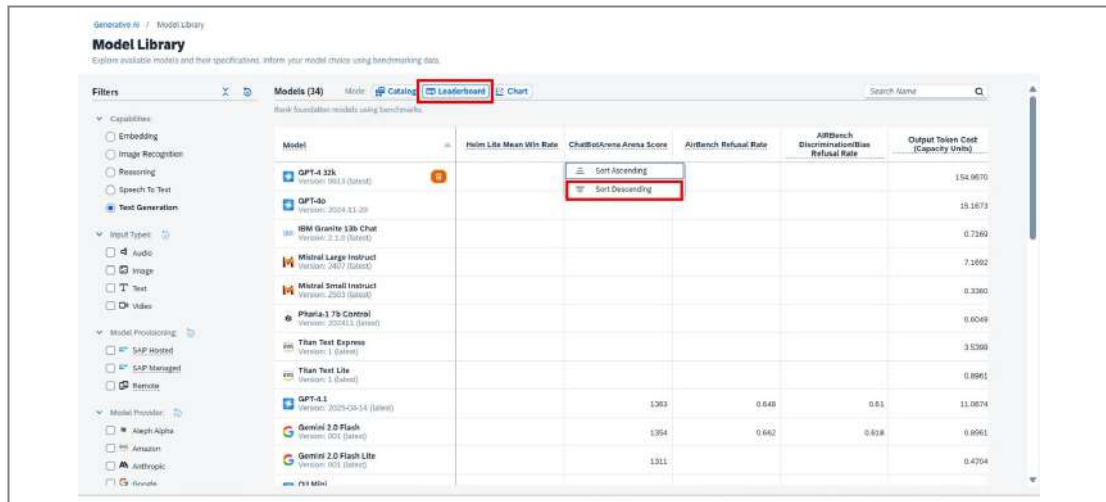
We will start with exploring Model Library.

1. Navigate to **Model Library** in the left pane.
2. You will see the Model Library interface.



The model library provides comprehensive information on models available in the generative AI hub to support informed decision-making. To explore the available models and their metadata, utilize the catalog mode. For benchmarking data to guide your decisions, use the leaderboard mode. For detailed information about a specific model, including data input types, cost details, and metrics where available, refer to its model card.

3. You can apply **filters** such as capabilities, Input types, Model provider etc.
4. Select **Leaderboard**.
5. Select any criteria based on your business needs. For example, select ChatBot Arena score. You can hover over any column to know about them.
6. Select the column and click **Sort Descending**.



**Model Library**  
Explore available models and their specifications, inform your model choice using benchmarking data.

Filters: Capabilities, Input Types, Model Processing, Model Provider

Models (34) | Mode: Catalog | **Leaderboard** | Chart

Rank foundation models using benchmarks.

Model	Helm Lite Mean Win Rate	ChatBench Arena Score	AirBench Refusal Rate	AirBench Discrimination Bias Refusal Rate	Output Token Cost (Capacity Units)
GPT-4 32k Version: 0613 (latest)					154,9670
GPT-4o Version: 2024-01-29					15,1673
IBM Granite 1.0 Chat Version: 1.0 (latest)					0.7260
Mistral Large Instruct Version: 2407 (latest)					7.1602
Mistral Small Instruct Version: 2503 (latest)					8.3380
Phi-1.5 7B Control Version: 2024-11 (latest)					0.6049
Titan Text Express Version: 1 (latest)					3.5390
Titan Text Lite Version: 1 (latest)					0.8961
GPT-4.1 Version: 2025-04-14 (latest)		1.363	0.649	0.61	11.0874
Gemini 2.0 Flash Version: 001 (latest)		1.354	0.642	0.618	0.8561
Gemini 2.0 Flash Lite Version: 001 (latest)		1.311			0.4704

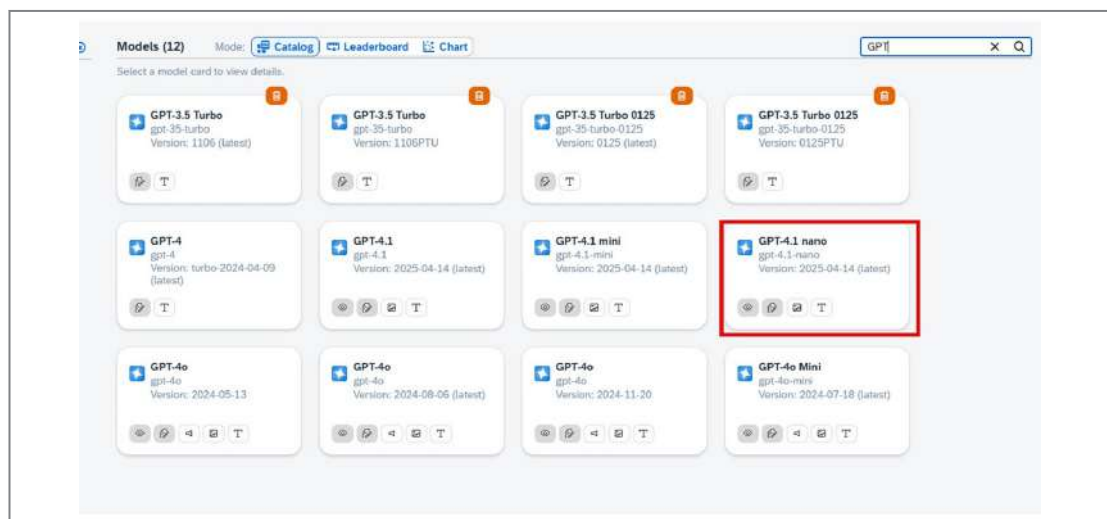
You can see **model ratings**. Similarly, you can compare ratings of different benchmarks in the Chart option.



**Note:**

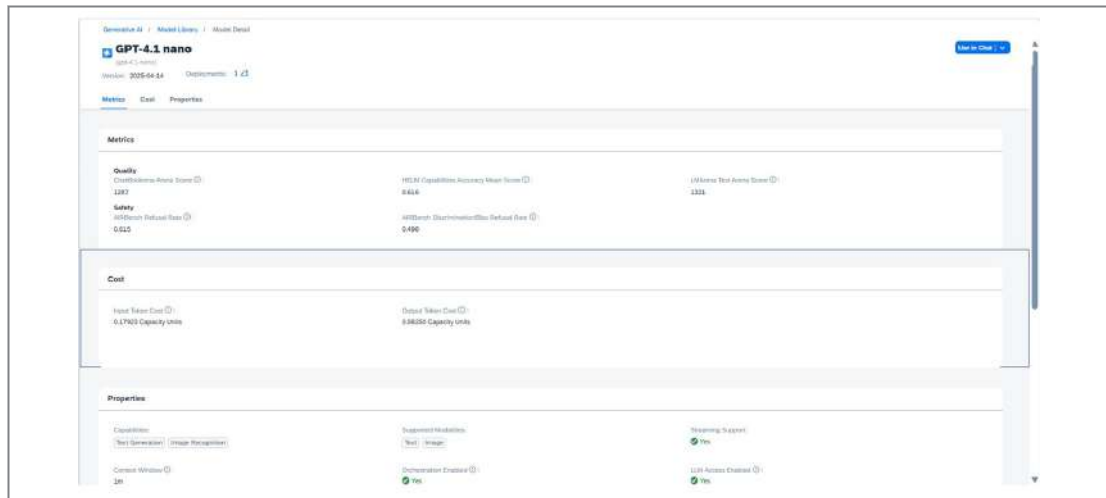
You can see all the models that are offered in generative AI hub. However, this system is configured to allow few selected models only. These are : GP4.1 nano, GPT4o-mini, and Gemini 2.0 Flash Lite, and Mistral Small Instruct

- Go back to Catalog mode and Search and select GPT 4.1 nano in the Catalog tab.

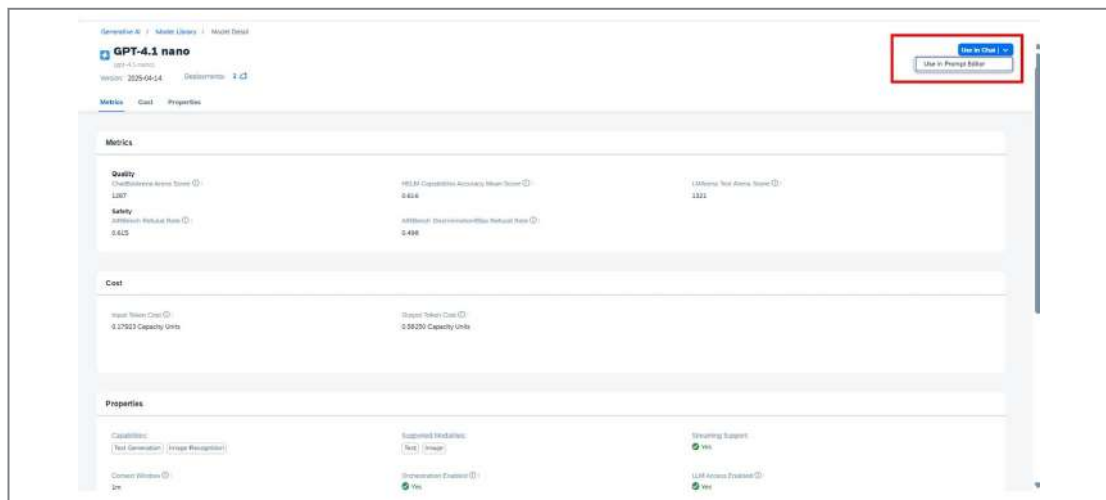


- The model card is displayed. These cards provide all the details about the models in terms Metrics, Cost, and Properties.

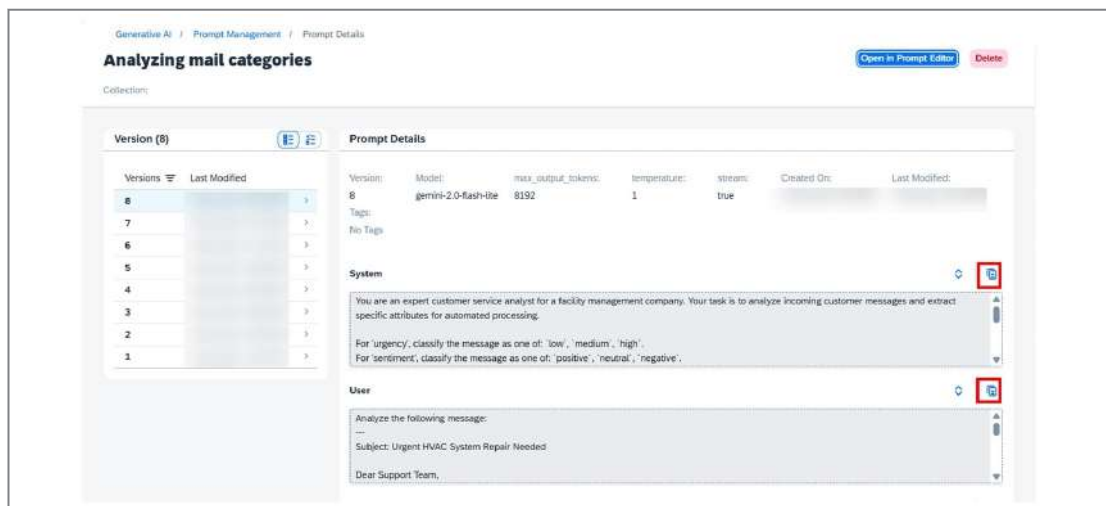




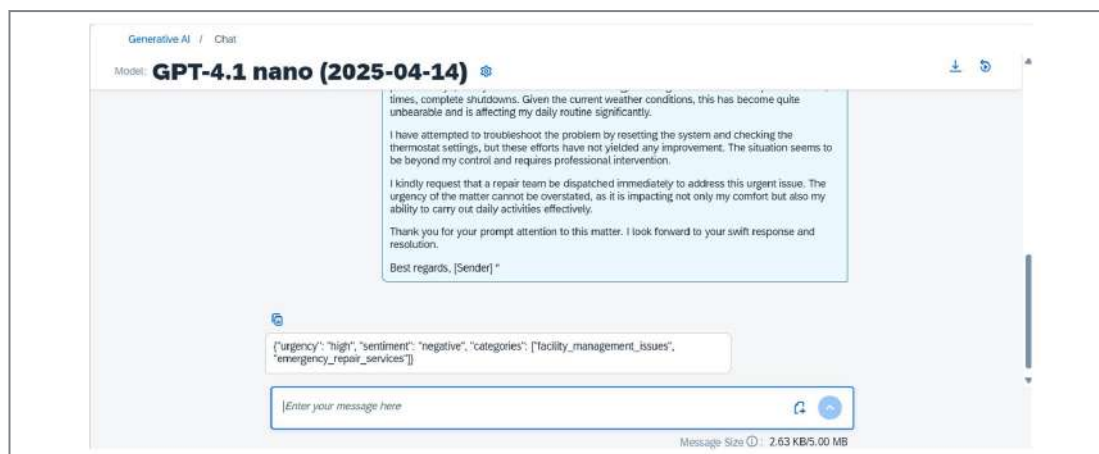
9. You can deploy or use the deployed model directly from Model Library. Select the **Use in Chat** or **Use in Prompt Editor** options based on your need. Here we will select the **Use in Chat** option.



10. Copy and paste your final prompt in the previous exercises and see the results.
11. To copy and paste the prompt, navigate to **Prompt Management**, select **Prompts**, and then select the **Analyzing mail categories** prompt. Select the latest version and then click **copy**.



You can copy messages for each role in a document and use them one by one, taking advantage of the chat interface.



Similarly, you can see results from other models and select the best model for your use case.

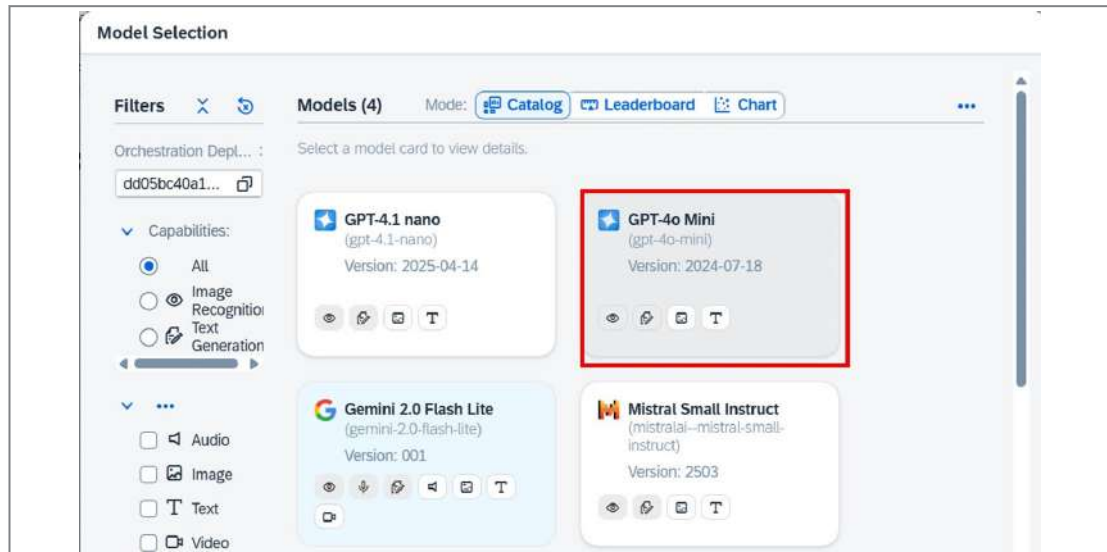
## Task 2: Access Different Models using Prompt Editor

We will use latest version of the prompt template created in the previous exercises. This is the latest few-shot prompt version with variables and their default values. We will execute this prompt template with different models.

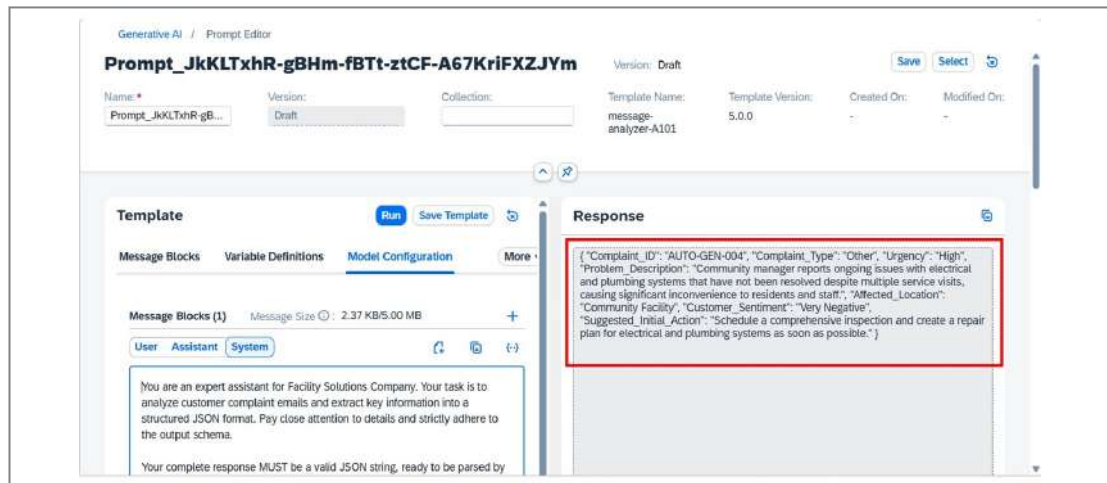
1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management** and then **Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 5.0.0.
4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.
5. Scroll to the **Model Configuration** tab.
6. Click **Selected Model**.



7. The Model Selection dialog box is displayed.

8. Select **GPT-4o Mini**.

## 9. Run the prompt. Note the differences in the response.

10. Similarly, select **Mistral AI** and **GPT4o Nano** models and evaluate results.

You have used different models in generative AI hub.

You have tested various models in the generative AI hub and used a consistent prompt template to evaluate LLMs for cost, performance, scalability, and flexibility. You can evaluate results within a consistent framework and assess both cost and performance for enterprise generative AI tasks.

You need to weigh the cost of using advanced models against the expected return on investment. Refer to SAP notes [3437766 - Availability of Generative AI Models](#) and [3505347 - Orchestration](#) for pricing details in generative AI hub.

# Unit 4 Solution 5

## Access Models in Generative AI Hub

Continuing with the scenario discussed previously, we created prompts and prompt templates that assign urgency, sentiment, and categories to customer messages that can be used in software.

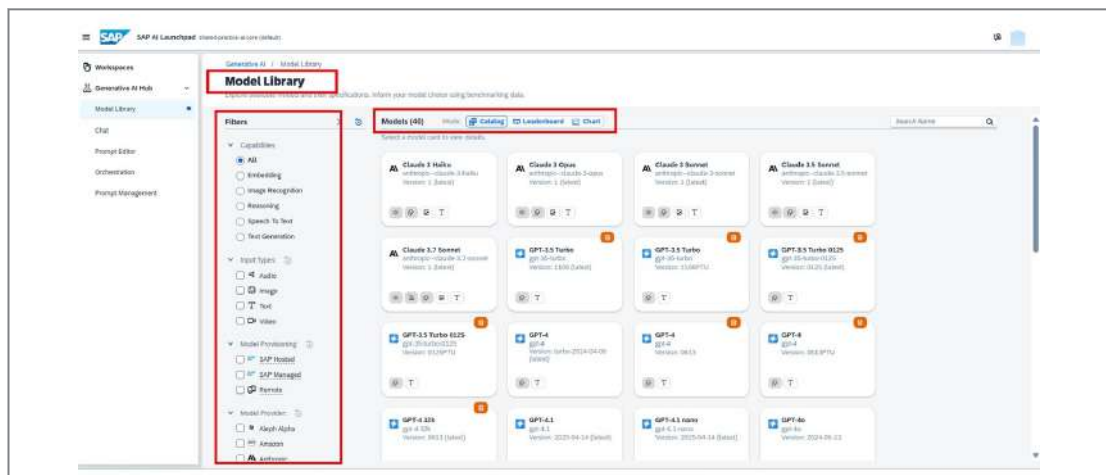
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3. You can apply **filters** such as capabilities, Input types, Model provider etc.
4. Select **Leaderboard**.
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**Model Library**  
Explore available models and their specifications, inform your model choice using benchmarking data.

Filters: Capabilities, Input Types, Model Processing, Model Provider

Models (34) | Mode: Catalog | **Leaderboard** | Chart

Rank foundation models using benchmarks.

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Gemini 2.0 Flash Version: 001 (latest)		1.354	0.642	0.618	0.8561
Gemini 2.0 Flash Lite Version: 001 (latest)		1.311			0.4704

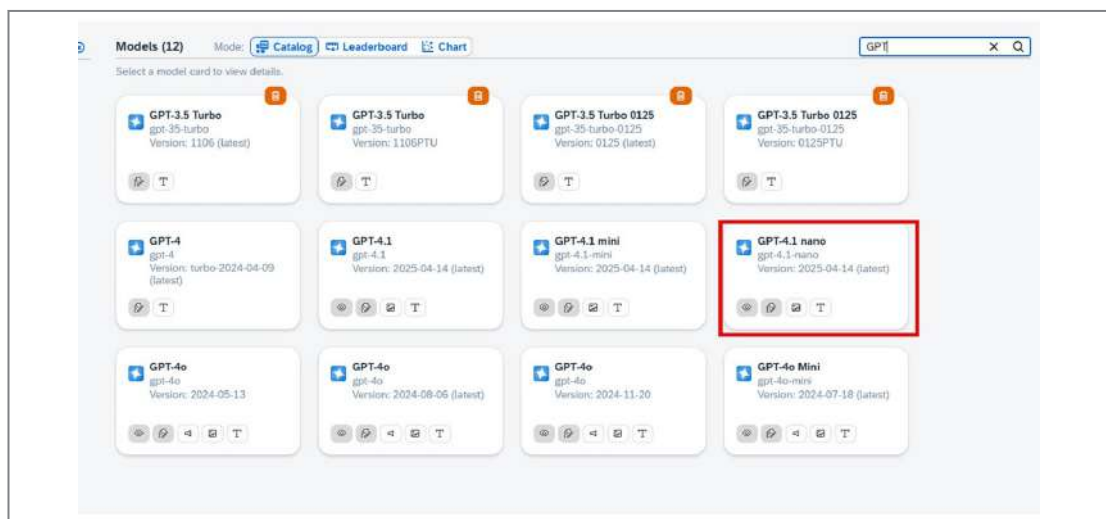
You can see **model ratings**. Similarly, you can compare ratings of different benchmarks in the Chart option.



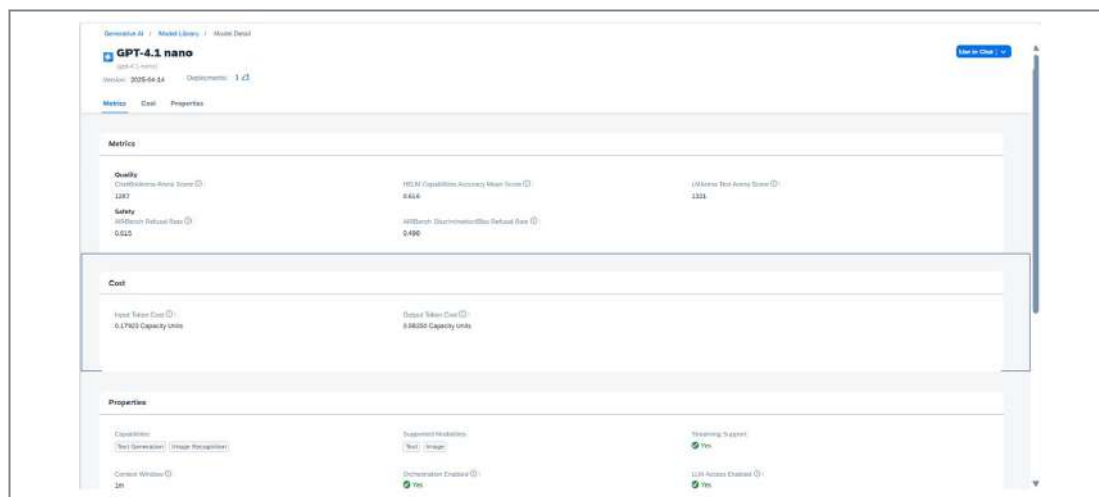
**Note:**

You can see all the models that are offered in generative AI hub. However, this system is configured to allow few selected models only. These are : GP4.1 nano, GPT4o-mini, and Gemini 2.0 Flash Lite, and Mistral Small Instruct

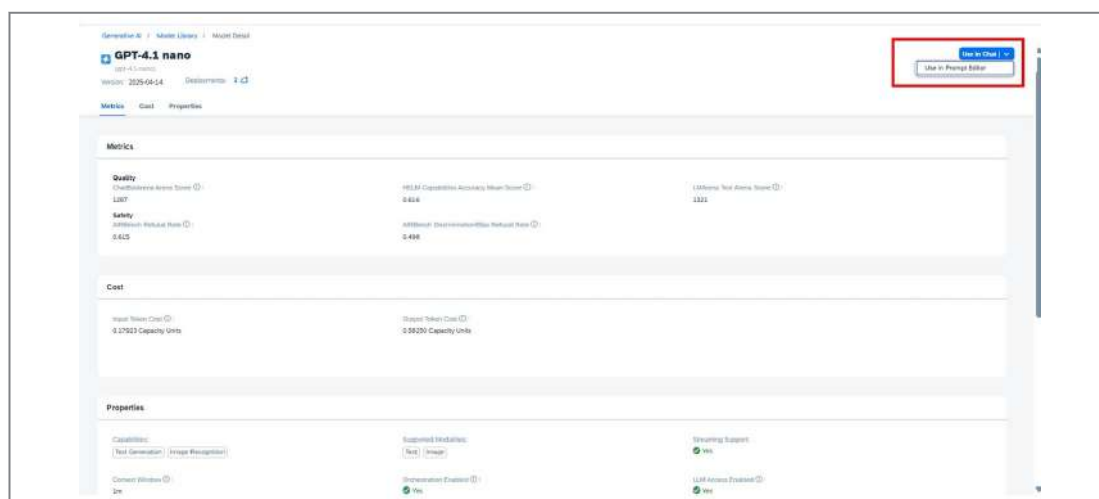
- Go back to Catalog mode and Search and select GPT 4.1 nano in the Catalog tab.



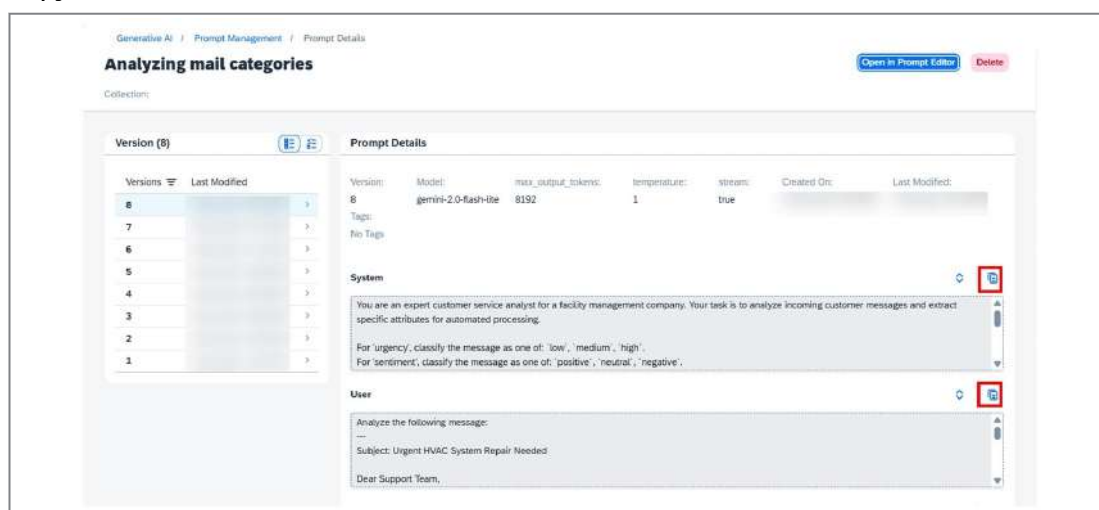
- The model card is displayed. These cards provide all the details about the models in terms Metrics, Cost, and Properties.



9. You can deploy or use the deployed model directly from Model Library. Select the **Use in Chat** or **Use in Prompt Editor** options based on your need. Here we will select the **Use in Chat** option.



10. Copy and paste your final prompt in the previous exercises and see the results.
11. To copy and paste the prompt, navigate to **Prompt Management**, select **Prompts**, and then select the **Analyzing mail categories** prompt. Select the latest version and then click **copy**.



You can copy messages for each role in a document and use them one by one, taking advantage of the chat interface.



Similarly, you can see results from other models and select the best model for your use case.

## Task 2: Access Different Models using Prompt Editor

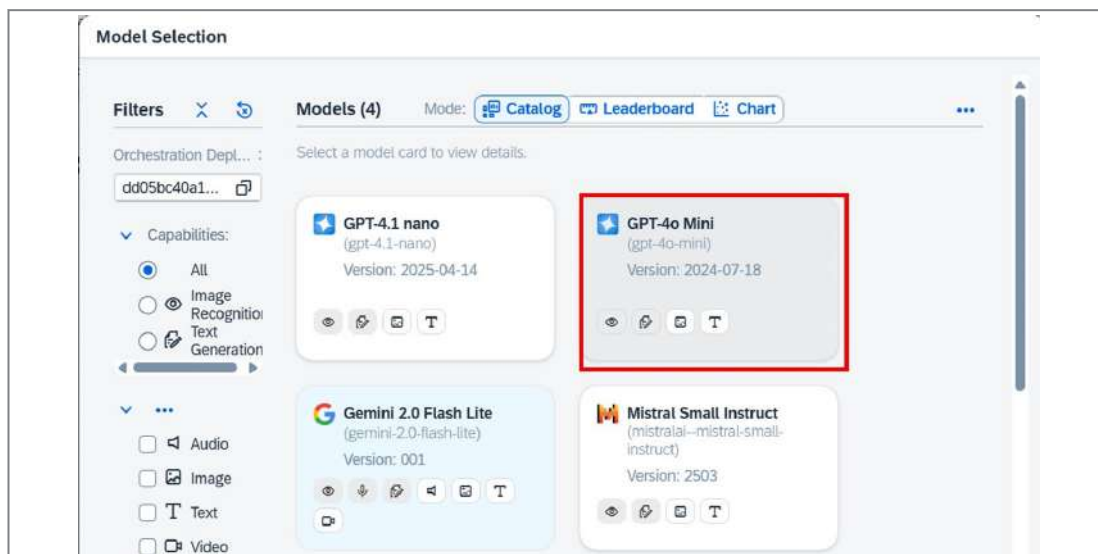
We will use latest version of the prompt template created in the previous exercises. This is the latest few-shot prompt version with variables and their default values. We will execute this prompt template with different models.

1. Ensure that you are logged on to generative AI hub.
2. Select **Prompt Management** and then **Templates**. You can see your template here. You can also search for it, if needed.
3. Select the latest version of the template which is 5.0.0.
4. Select the prompt template and then click **Open in Prompt Editor**. Your prompt is ready to use.
5. Scroll to the **Model Configuration** tab.
6. Click **Selected Model**.

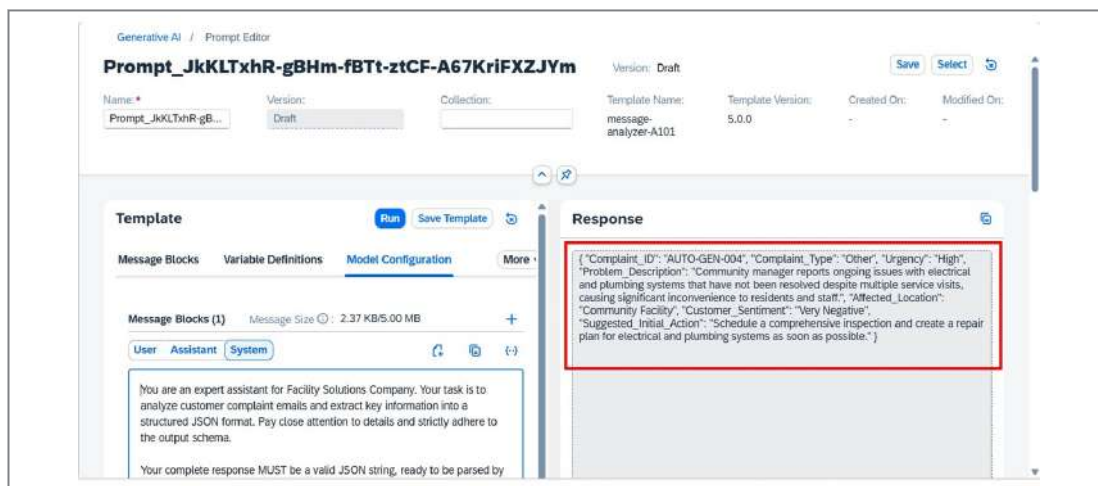


7. The Model Selection dialog box is displayed.



8. Select **GPT-4o Mini**.

## 9. Run the prompt. Note the differences in the response.

10. Similarly, select **Mistral AI** and **GPT4o Nano** models and evaluate results.

You have used different models in generative AI hub.

You have tested various models in the generative AI hub and used a consistent prompt template to evaluate LLMs for cost, performance, scalability, and flexibility. You can evaluate results within a consistent framework and assess both cost and performance for enterprise generative AI tasks.

You need to weigh the cost of using advanced models against the expected return on investment. Refer to SAP notes [3437766 - Availability of Generative AI Models](#) and [3505347 - Orchestration](#) for pricing details in generative AI hub.





Lobby



Loja



Torre de controle

# Bem-vindo(a) a SAP Build

Development ⓘ

Ocultar

Criar apps, automatizar processos e criar sites de negócios usando ferramentas de produtividade e no code.

## Início rápido

Todos os projetos ▾

Proc... 🔍



Sh...

Itens (0)

Criar ▾



Nome	Tipo	Versões	Membros	Op...
------	------	---------	---------	-------





## Áreas de trabalho



## Hub de IA generativa



Biblioteca de modelos

Gerenciamento de embasame...

Chat



Editor de prompts

Orquestração

Administração de prompts

Otimização



PLEASE READ ALL TERMS AND CONDITIONS BEFORE USE:

[Mostrar detalhes](#)

IA generativa / Chat

Modelo: **Gemini 2.0 Flash Lite (001)**

## Iniciar um chat com um modelo

Para começar, use o campo de entrada de mensagem para enviar sua primeira solicitação.

Insira sua mensagem aqui




Tamanho da mensagem ⓘ : 0 B/5.00 MB

## Otimização

## Modelos (0)

Sem dados

 **Áreas de trabalho**

 **Hub de IA generativa**

Biblioteca de modelos

Gerenciamento de embasame...

Chat

Editor de prompts

**Orquestração**

Administração de prompts

Otimização

IA generativa / Orquestração

**Orquestração**

**Orchestration Configurations (695)**

Search

View Settings:

Sorted By: Orchestration Name

**\_00002\_orch\_conf\_A4380\_sd**

d814b94b-31be-414a-9978-46bab3a65c26

Versão: 0.0.1

Cenário: orchestration

Criado em: anteontem 13:04:28

**\_00002\_orch\_conf\_A4380\_sd**

1b90b829-9519-48a2-bde3-505b30bb919f

Versão: 0.0.2

Cenário: orchestration

Criado em: há 1 dia 06:34:04

**00001\_Configuration**

348bc736-7a89-4638-8eff-bcf1359e4da3

Versão: 0.0.1

Cenário: orchestration

Criado em: 26 de jan. de 2026 18:38:37

**00001\_ConfigurationA3893**

b13e4d8e-ce89-4b86-b75b-a43313d93b65

Versão: 0.0.1

Cenário: orchestration

Criado em: 18 de jan. de 2026 17:25:54

**00001\_ConfigurationA4212**

fh1f1feb-8817-4d8e-b4cc-58e42f41bf02

https://hanacloud-sharedlearning-a000001-cf-eu10-sd.ai-launchpad.prod.eu-central-1.aws.ai-prod.cloud.sap/aic/index.html#/generativeaihub?workspace=shared-... 1/1

📁 Áreas de trabalho

🔧 Hub de IA generativa ▾

Biblioteca de modelos

Gerenciamento de embasame...

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Otimização

📘

PLEASE READ ALL TERMS AND CONDITIONS BEFORE USE:

Mostrar detalhes

IA generativa / Editor de prompts

Prompt\_3eOrFnVA-FMp2-fvTB-iasm-eKiE0xlVy4ge

SalvarSelecionario: Dr a ft

Nome: \*Versão:Coleção:Cria

Prom...Draft

Modelo

Blocos de mensagens ...Tamanho da mensa

UsuárioAssistenteSistema

Insira sua mensagem aqui

Definições variáveis (0)

Crie caracteres de preenchimento em seu prompt, c colchetes e inserindo um ponto de interrogação ant exemplo, {{?template-variable\_name1}}. Valores rea durante a inferência; caso contrário, será usado o v

NomeValor atual

Nenhuma variável definida

Configuração de modelo

Modelo selecionado

Gemini 2.0 Flash Lite (001)

📘

O modelo selecionado contém filtros de con adicionalmente às configurações do usuário