

Ex.No.3 – Scenario-Based Report Development Utilizing Diverse Prompting Techniques

Aim: To analyze Straightforward Prompts, Tabular Format Prompting, Preceding Question Prompting, and Missing Word Prompting using a Unit 5 Technical Troubleshooting use case.

Use Case Chosen: Technical Troubleshooting in Customer Support

1. Straightforward Prompts

Direct prompts generating short, clear troubleshooting responses. Ideal for simple technical questions.

Scenario 1 Prompt: Why is my Wi-Fi slow? Response: Restart the router, reduce background usage, and move closer to the access point.

Scenario 2 Prompt: How do I restart my phone? Response: Hold the power and volume-down buttons for 10 seconds.

2. Tabular Format Prompting

Information is structured visually in a comparison table to enhance clarity.

Issue	Quick Fix
Battery draining fast	Reduce brightness, close background apps
Bluetooth not pairing	Reset device and re-enable Bluetooth
App freezing	Clear app cache, restart app

Scenario 2 Table

Connectivity Problem	Possible Cause
Wi-Fi dropping	Weak signal or router overload
Mobile data slow	Poor network coverage
Speaker disconnecting	Signal interference

3. Preceding Question Prompting

Maintains context between questions. Useful for multi-step troubleshooting.

Scenario 1 Main Prompt: Why is my phone overheating? Response: Heavy apps, gaming, or blocked ventilation.

Follow-up Prompt: How do I fix it? Response: Close apps, clean vents, and place it on a flat surface.

Scenario 2 Main Prompt: Why is my printer not connecting? Response: Weak Wi-Fi or outdated drivers.

Follow-up Prompt: How can I fix it? Response: Restart printer, reconnect to Wi-Fi, update drivers.

4. Missing Word Prompting

Tests specific factual recall by completing technical instructions.

Scenario 1 Prompt: Restart the router if the network is down for over ___ minutes. Response: 10

Scenario 2 Prompt: Installation requires at least ___ Response: 50

Conclusion: The four prompting techniques were successfully applied to customer troubleshooting scenarios, demonstrating how structured prompt design improves clarity and support efficiency.

Result: Thus, the prompts were executed successfully.