

## 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 Response: Weak Wi-Fi or outdated drivers.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.