



Generative AI for NFP

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2023

Medical science students were told to use ChatGPT.
This is what it wrote



How ChatGPT and other AI tools are being used by lawyers, architects and engineers

While schools are banning AI, it's already changing the way we live and work. (AI) technology is revolutionising every industry from healthcare to finance.

Bloomberg

Microsoft's Latest AI 'Copilot' for Marketers, Customers and Apps

AI 'copilot' will help answer customer questions and generate marketing pitches

25 Jan

The Sydney Morning Herald

Medical science students were told to use ChatGPT.
This is what it wrote

digitaltrends

HOME · SMART HOME · NEWS

What is Google Duplex? The AI that can make phone calls

FINANCIAL REVIEW

Around-the-clock customer service a big AI benefit for business

VIDEO: Australian scientists researching AI to receive funding

Can you tell if these artworks were created by artificial intelligence or a human? Take our quiz



My AI wife

Digital love affairs, deepfakes and deadbots – inside the generative AI experiment we're living in.

By Grace Tobin, Amy Donaldson, and Jessica Longbottom

44

Published 8 May 2023, 5:03am



into more and more aspects of our lives. One.

REVIEW



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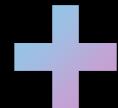
to our

What's it all about





*Ensure that artificial
general intelligence (AGI)
benefits humanity.*



*Empower every person and
organization on the planet
to achieve more*

Every employee needs AI aptitude



of leaders anticipate employees will need new skills in the AI era



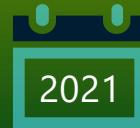
year-over-year increase in the number of LinkedIn job postings in the U.S. that reference “GPT” or “GAI” (generative artificial intelligence)

What is AI



Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence



Generative AI

Create new written, visual, and auditory content given prompts or existing data.

Traditional AI



Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions



Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions

1 of 1

1 of 1

Terminal ID: 12345678 1234
6/26/19 4:49 PM
CONTOSO VISA - INSERT
AID: A00000012345
ACCT #: ****1234
CREDIT SALE
UID:123456789012 REF#:1234
BATCH #: 123 AUTH#:12345A
AMOUNT \$12.34

TIP \$ 2.00

TOTAL \$ 14.34

Preview JSON

Extracted Fields

Receipt Type: Credit Card

Merchant: Contoso Cafe

Address: 123 Main Street Redmond, WA 98052

Phone number: +19876543210

Date: 2019-06-26

Time: 16:49:00

Subtotal: 12.34

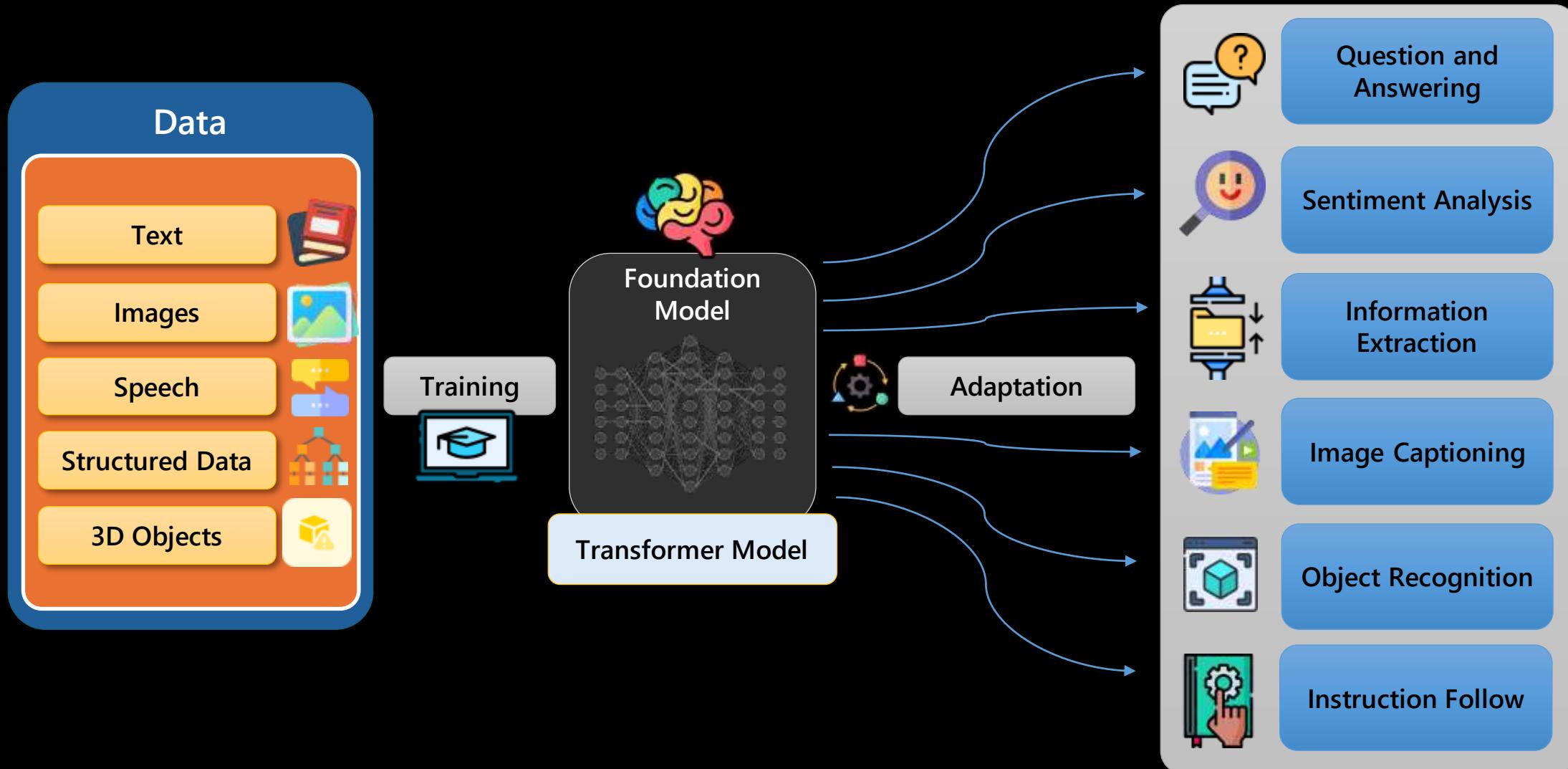
Tip: 2.00

Total: 14.34

rendered: 167985, dropped: 0, current: 17.63, average: 20.56

Foundational / Generative AI Models

Novel generation based, language training

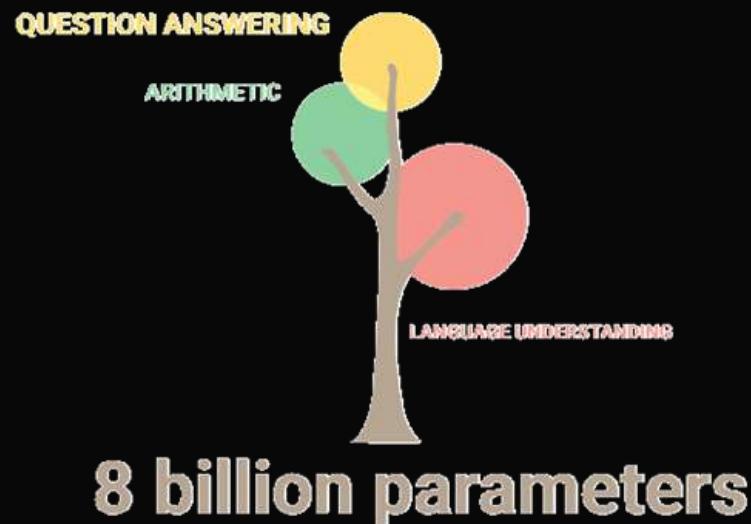


What is ChatGPT doing?

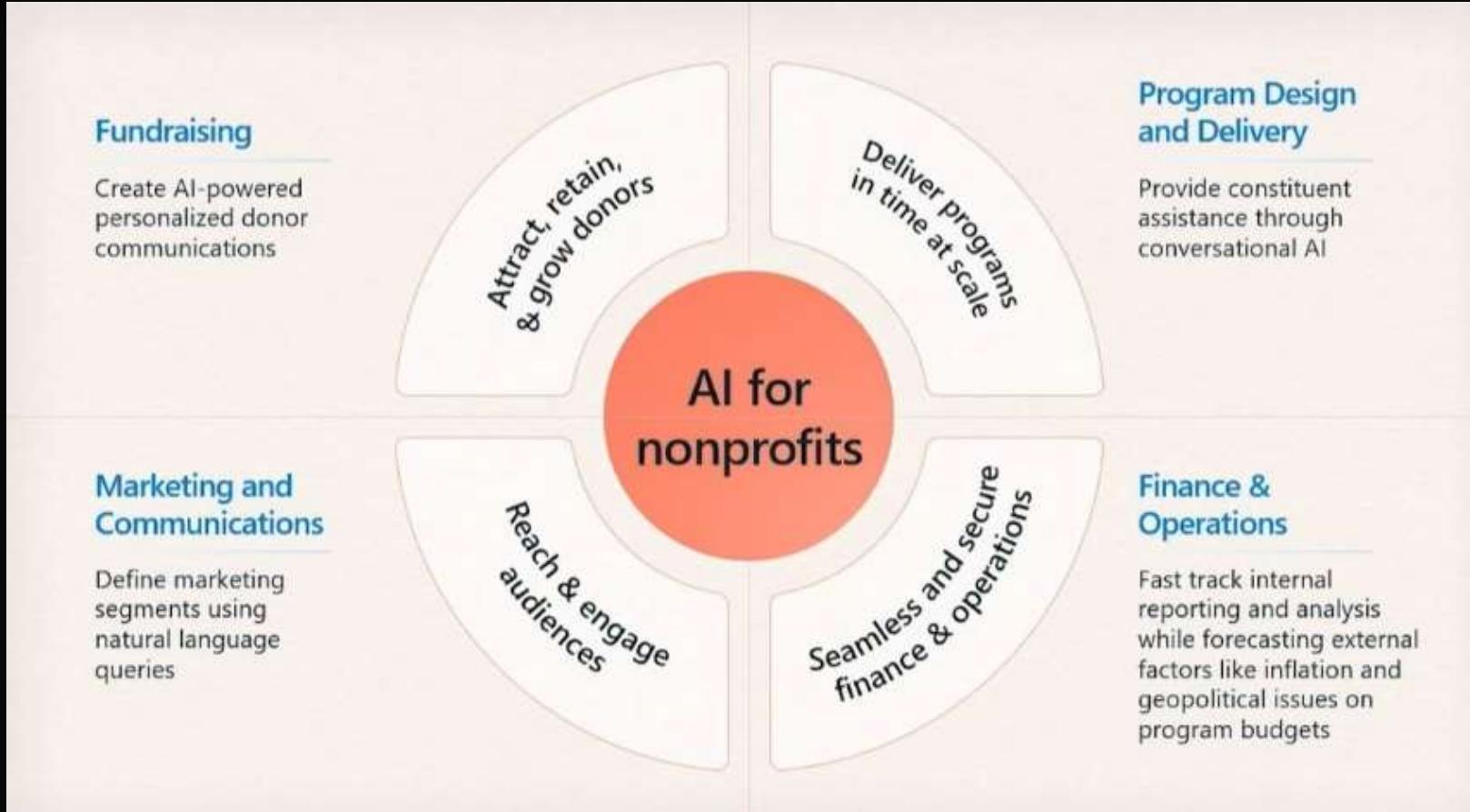
GPT

Foundation models exhibit emergent behavior

As the scale of the model increases, the performance improves across tasks while also unlocking new capabilities that were not programmed or defined in code.



Ideas for NFPs



Communication

- Explaining complex processes or requirement in easy-to-understand terms (transposing)
- Understanding complex information outside the law professional's domain knowledge
- Fast drafting of Initial versions of documents
 - Emails, contracts, meeting briefs
 - Drafts of lawsuits and other procedural docs (filled with fictitious data)
- Translation



Summarisation

- Contracts
- Customer feedback
- Document review
- Q&A of documents
- Points of interest

Sunshine Coast litigator Kyle Kimball, As an experiment, he also recently asked ChatGPT to draft a statement of claim based on the 1992 Mabo case.

"If I'd asked a first-year lawyer to do it, it wouldn't have been anywhere as good,"

ChatGPT's work contained factual errors and had to be carefully checked, but then so did the work of junior lawyers

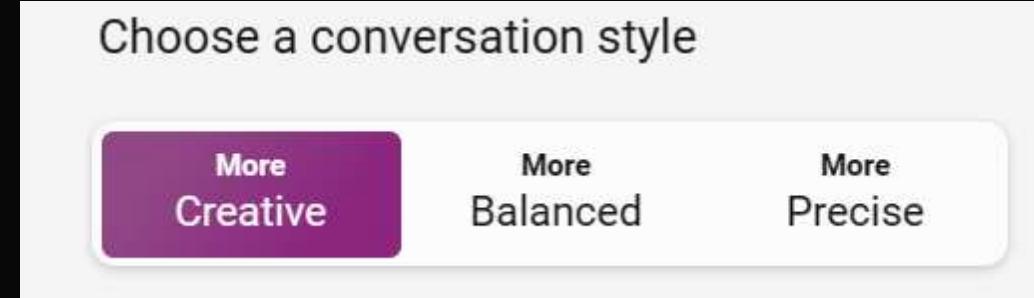
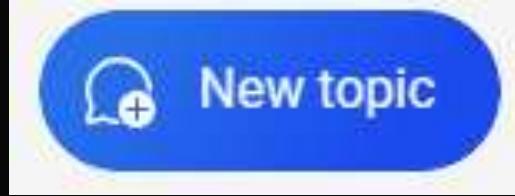
Research

- Finding relevant NFP Policy references
- Finding changes policy and legislation
- Difference between documents
- Sentiment analysis
- Case relationships / citation research
- Feedback consolidation and analysis
- Searching NFP previous success stories
- Socratic Tutor for new legal fields



Who has used Generative AI ?

Searching and Applying "Knowledge"



Problem Solving

The screenshot shows a Microsoft Bing AI search interface. At the top, there's a search bar with the text "Bing AI - Search". Below it, the URL is <https://www.bing.com/search?q=Bing+AI&showconv=1>. The interface includes a Microsoft Bing logo, a search bar, a "CHAT" button, and user information "Jessica" and "170". A message bubble says "It's always great to start fresh. Ask me anything!"

A purple button in the center asks "What size box should I purchase from the USPS to ship 1000 Post-it Notes?". Below it, a list of steps is shown:

- ✓ Searching for: post-it note dimensions
- ✓ Searching for: usps box sizes
- ✓ Generating answers for you...

The main content area contains text about Post-it Note sizes and shipping options:

According to one source ¹, the standard size for most Post-It Notes is 3x3 inches. However, some Post-It Notes are larger at 4x6 inches and come with printed lines for neater writing ². Assuming you have the standard size, you would need a box that can fit 1000 Post-It Notes stacked together.

One possible option is the Priority Mail Flat Rate® Small Box from USPS, which has dimensions of 8-11/16" (L) x 5-7/16" (W) x 1-3/4" (H) ². You can fit up to 10 stacks of 100 Post-It Notes each in this box, with some extra space for padding. The price for this box is \$9.35 regardless of weight or destination ².

Another possible option is the Priority Mail® Shoe Box from USPS, which has dimensions of 14-7/8" (L) x 5-1/4" (W) x 7-3/8" (H) ². You can fit up to 20 stacks of 100 Post-It Notes each in this box, with more room for padding. The price for this box depends on the weight and zone of your package ².

I hope this helps you find the right box for your shipping needs. 😊

Learn more: 1. thestreet.com 2. store.usps.com

1 of 30

Stop Responding

Ask me anything...

0/4000



Do more stuff!

Your personal and company data are protected in this chat

Here is the table you requested:

Name	Date	Location
Dean	09/11/2023	Sydney
Abby	10/11/2023	Auckland
James	20/11/2023	Melbourne
Mandy	15/11/2023	Brisbane

I hope this helps!

2 of 30 responses •



Image Generation

Write me a very short social media post about our organisations new not for profit initiative to help teach misbehaving pet dogs to be nicer. Be very enthusiastic with lots of emojis and dog puns



Your personal and company data are protected in this chat

We have some pawsome news for you! 🐾 Our organisation has launched a new not for profit initiative to help teach misbehaving pet dogs to be nicer. 🐶 Whether your pup is barking up the wrong tree, digging up trouble, or biting off more than they can chew, we can help you train them to be more obedient and friendly. 😊

Our initiative is based on the latest research on dog behaviour and psychology, and we use positive reinforcement and gentle guidance to shape your dog's manners. 🎉 We also offer socialisation sessions where your dog can meet and play with other dogs in a safe and supervised environment. 🐕

If you are interested in joining our initiative, please visit our website or contact us for more information. We would love to hear from you and your furry friend! 🐾

We hope you are having a tail-wagging day! 🐶

1 of 30 responses •



Gen AI in context – browser page summary and search

The screenshot shows a Microsoft Edge browser window. The main content area displays an article from the "Work Trend Index Annual Report" titled "Will AI Fix Work?". The article discusses how AI is poised to create a new way of working due to the increasing pace of work. It includes a quote from Jon Han about the impact of AI on work.

A blue callout box from a Microsoft Bing AI feature highlights a specific sentence: "according to this page When asked what they would most value about AI in the workplace, what did leaders answer as most and least likely?" Below this, two green checkmarks indicate the AI's actions: "Searching your page for information" and "Generating answers for you...".

The AI then provides a summary of survey results: "According to the current web page context, when asked what they would most value about AI in the workplace, leaders answered as follows:" followed by a bulleted list: "Most likely: Increasing employee productivity (37%)" and "Least likely: Reducing headcount (9%)".

At the bottom of the AI interface, there are buttons for "Learn more", "Answer from the web instead", and "What are some other findings from the survey?". A note states: "Your personal and company data are protected in this chat".



Gen AI in context – browser inline compose

The screenshot shows a Google Document titled "Company Information For New Hires" with the URL <https://docs.google.com/document/d/1HjwHfMdOpz8SQGgZAtvk5FW---f2AwMYMkOPkNh99Tg/edit>. The document contains a section titled "Employee Device Usage Policy" with the following text:

This contract outlines the terms and conditions of employee device usage at ABC Company. By signing this contract, you agree to:

- Use your assigned device for work-related purposes only.
- Protect your device from unauthorized access, theft, damage, or loss.
- Follow the company's policies on data security, privacy, and confidentiality.
- Report any issues or incidents involving your device to the IT department as soon as possible.
- Return your device to the company when you leave your employment or when requested by the company.

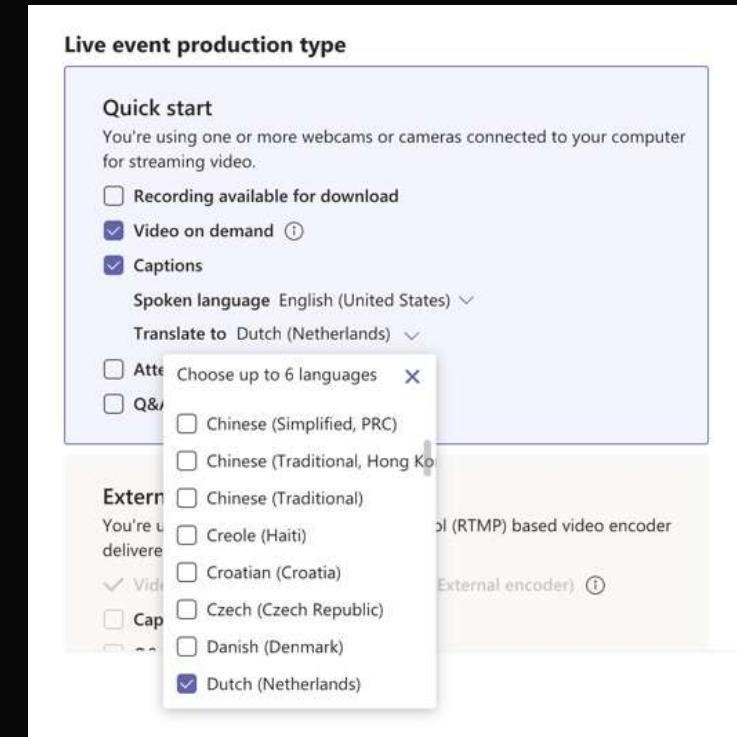
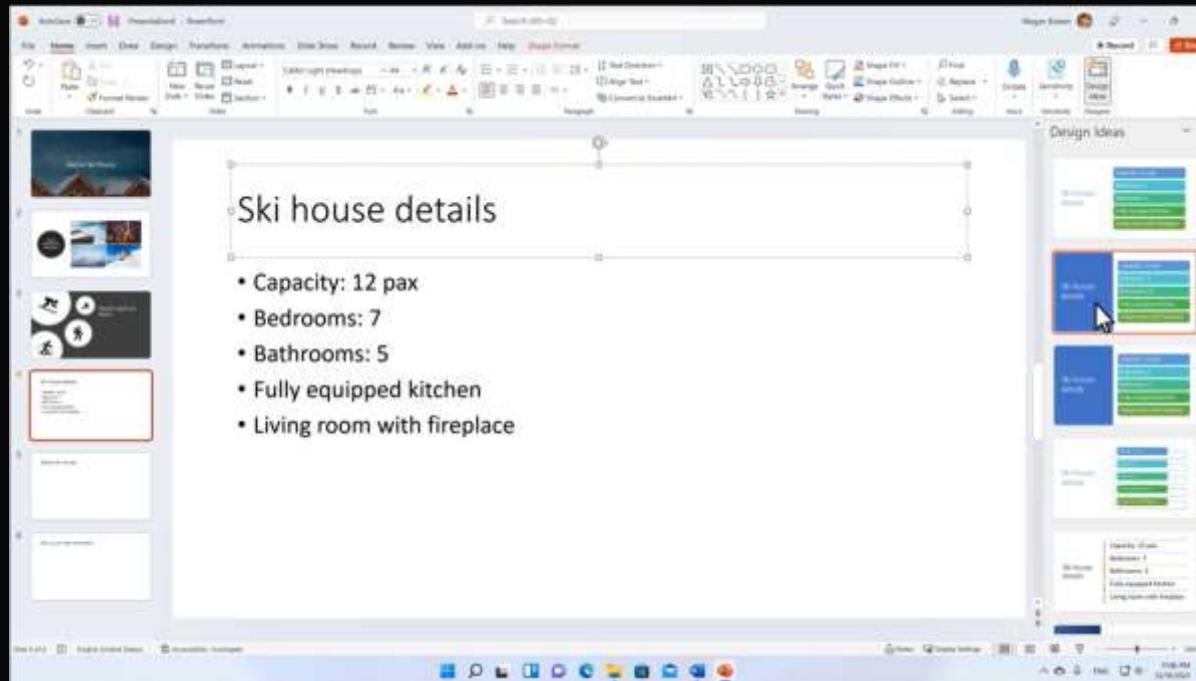
If you fail to comply with this contract, you may face disciplinary action, up to and including termination of employment. You also acknowledge that the company reserves the right to monitor, access, and delete any data on your device at any time without prior notice.

To the right of the document, a sidebar titled "Compose" is open, showing the AI-generated content. The sidebar includes fields for "Write about" (containing "Write a contract about employee device usage."), "45/2000", "Tone" (set to "Informational"), "Format" (set to "Paragraph"), "Length" (set to "Short"), and a "Generate draft" button. Below the sidebar, a preview window shows the generated contract text.

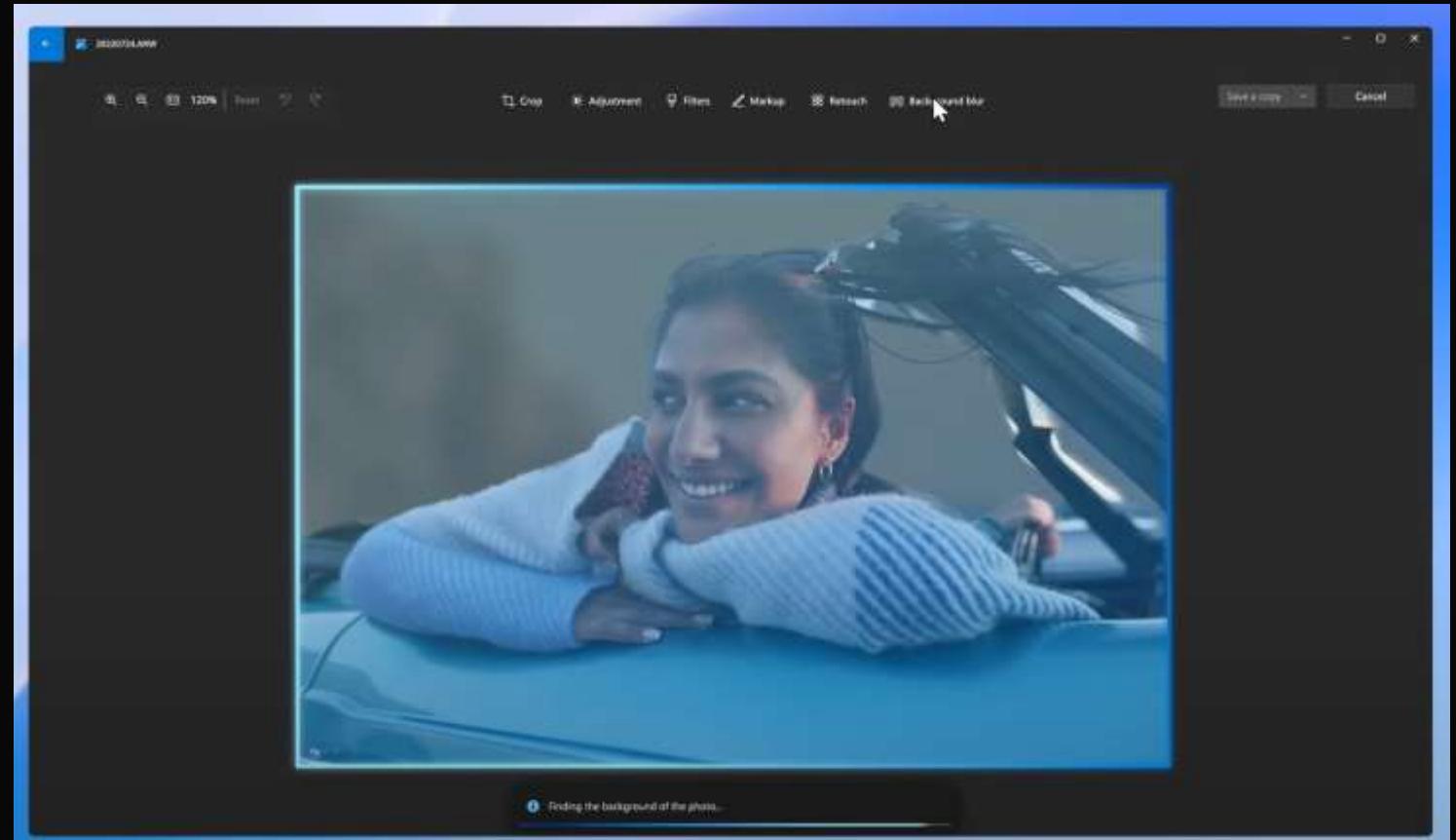
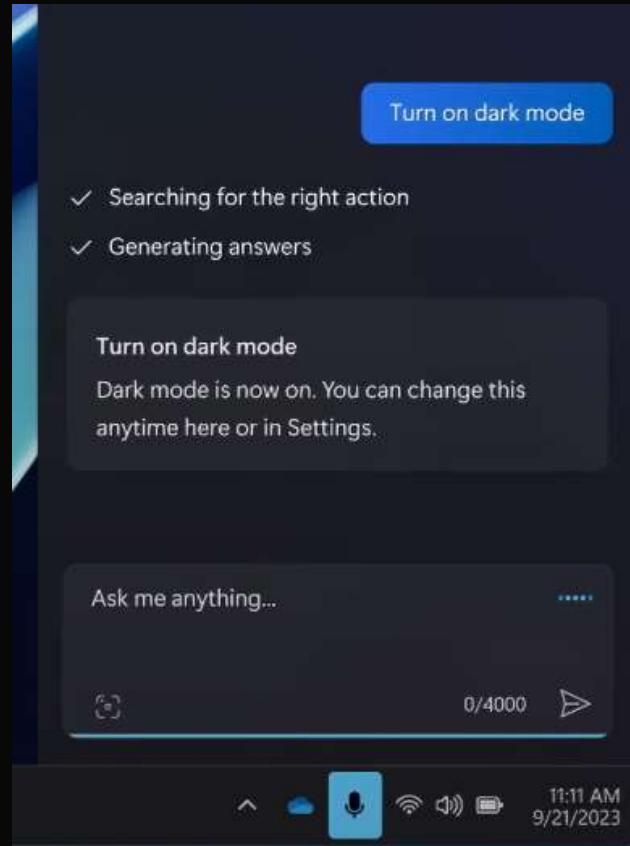
Generative AI is not just chat!

AI has been generating content and simplifying work for a while

- PowerPoint Designer
- Live captions and translations



... and it can be anywhere / everywhere

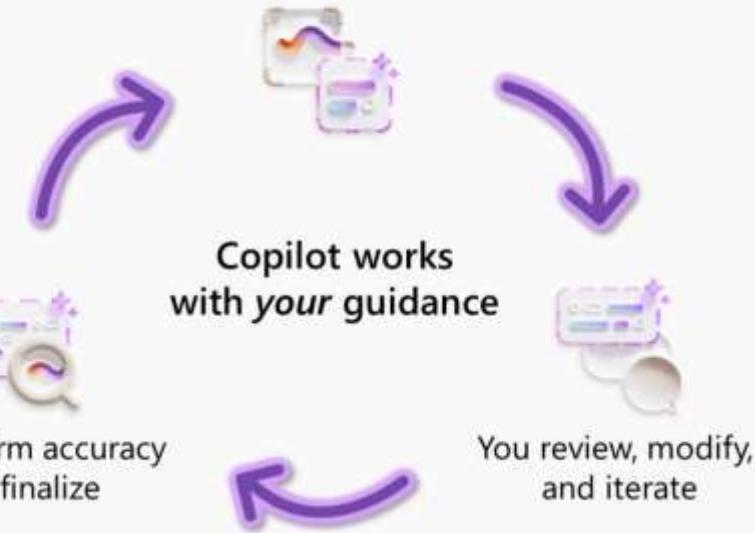


Copilot

An application using modern AI
to assist you with complex cognitive tasks

Copilot is not autopilot

You prompt Copilot



Copilot in PowerPoint

P Presentation1 • Saved

File Home Insert Design Transitions Animations Slide Show Review View Help

1 VanArsdel & WidjWorld
Proposal to supply sustainable building material

2 VanArsdel & WidjWorld
Our purpose is to be the world's responsible building industry by making sustainable the norm.

3 Sustainable materials to meet your development needs.

Aptos (Body) 11 A

VanArsdel & WidjWorld

Proposal to supply sustainable building material

Our purpose is to be the world's responsible building industry by making sustainable the norm.

Sustainable materials to meet your development needs.

VanArsdel & WidjWorld

D

MICROSOFT 365

Copilot in Teams Meetings

The screenshot shows a Microsoft Teams meeting interface. The top navigation bar includes back/forward arrows, a search bar, and tabs for Chat, Details, Files, Recap, and a plus sign. The main content area displays a meeting titled "Core accounts business review" from March 16, 10:00 AM. A "Shared content" section shows a file named "Proseware Proposal.pptx". Below it is a video thumbnail with a play button and the duration "48m 42s". The sidebar on the left lists Activity, Chat (with 1 unread message), Teams, Calendar, Calls, Files, and Apps. The "Recap" tab is selected. The "Notes" tab is active in the bottom right, showing a summary of the meeting. The summary includes a quote from "Core accounts.loop": "Quarterly results and forecasts for Core Accour". It also includes a "Summary" section with a bulleted list: "\$230K revenue shortfall in this quarter", "Inventory 15% surplus (renewable products and recycled n", "Account leads to propose discounting scenarios to lower i", and "Proseware was discussed as a leading opportunity". The "Notes" section at the bottom contains bullet points: "Beth emphasized importance of Proseware negotiation st with offers - this is a must win deal.", and "The team identified a new opportunity with Proseware th".

	A	B	C	D	E	F	G																														
1	Average of Actual 2022	Newsletter No	Newsletter Yes	Grand Total																																	
2	None	\$94.68	\$107.65	\$97.63																																	
3	Basic	\$74.60	\$140.29	\$125.69																																	
4	Premium	\$239.29	\$293.78	\$281.21																																	
5	Grand Total	\$112.57	\$202.64	\$157.61																																	
6																																					
7				\$153.22																																	
8																																					
9																																					
10	<h3>Sales Dashboard</h3> <div><div><p>Monthly Sales</p><table><thead><tr><th>Month</th><th>Sales</th></tr></thead><tbody><tr><td>Jan</td><td>450</td></tr><tr><td>Feb</td><td>380</td></tr><tr><td>Mar</td><td>450</td></tr><tr><td>Apr</td><td>350</td></tr><tr><td>May</td><td>250</td></tr><tr><td>Jun</td><td>450</td></tr><tr><td>Jul</td><td>600</td></tr><tr><td>Aug</td><td>450</td></tr></tbody></table></div><div><p>Receivable</p><table><thead><tr><th>Days</th><th>Amount</th></tr></thead><tbody><tr><td>30</td><td>550</td></tr><tr><td>31-45</td><td>450</td></tr><tr><td>46-60</td><td>550</td></tr><tr><td>60-90</td><td>450</td></tr><tr><td>90</td><td>650</td></tr></tbody></table></div><div><p>Outstanding</p><p>\$ 26,345.00</p></div></div>							Month	Sales	Jan	450	Feb	380	Mar	450	Apr	350	May	250	Jun	450	Jul	600	Aug	450	Days	Amount	30	550	31-45	450	46-60	550	60-90	450	90	650
Month	Sales																																				
Jan	450																																				
Feb	380																																				
Mar	450																																				
Apr	350																																				
May	250																																				
Jun	450																																				
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Copilot

What new trends are we seeing in this month's sales data?

Customers who have a subscription or receive the newsletter tend to have higher average sales amounts than those who do not.

Average of Actual 2022 Sales	Newsletter No	Newsletter Yes	Grand Total
None	\$94.68	\$107.65	\$97.63
Basic	\$74.60	\$140.29	\$125.69
Premium	\$239.29	\$293.78	\$281.21
Grand Total	\$112.57	\$202.64	\$157.61
			\$153.22

Insert table



Ask a question or request, or type '?' for suggestions

Create a SWOT analysis in loop based on this info

SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none">• Offers sustainable building materials, a growing market• Good reputation for quality products• Strong gross profit margin in Q1 2023	<ul style="list-style-type: none">• Production and supply chain• Inefficient cost management• Quality control problems
Opportunities	Threats
<ul style="list-style-type: none">• Growing demand for sustainable materials• Expansion of product line• Investment in supply chain efficiency	<ul style="list-style-type: none">• Fluctuations in raw material prices• Changes in government policies or regulations• Price sensitivity in a sagging market

+ Add a row

 Copy Open in Word

AI-generated content may be incorrect.



1 reference

What are some additional threats?

What were our gross profits in Q1?



Microsoft 365 Chat Third Party Plugins



Microsoft

A screenshot of the Microsoft 365 Chat interface. On the left, there's a sidebar with navigation links: Home, Chat, Groups, People, and Settings. The main area shows a list of third-party plugins. Each plugin entry includes a small icon, the plugin name, and a 'Remove' button. The visible entries are:

- FileCloud
- FileCloud
- FileCloud
- FileCloud
- FileCloud

Some Fun: Labradoodle or?



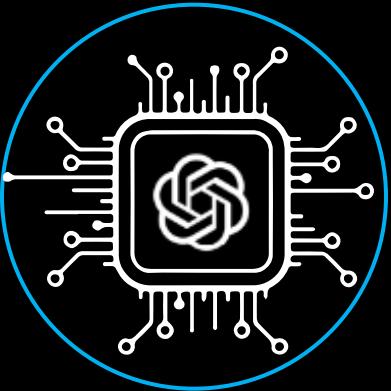
AI Generated Images



A chef in a professional kitchen

A kindergarten teacher in school

Generative AI can:



Generate text, images and code

Different models are trained on different corpuses, depending on the application.



Generate “humanlike” output

What is a likely continuation of the prompt, given the training data?



Provide information but not facts

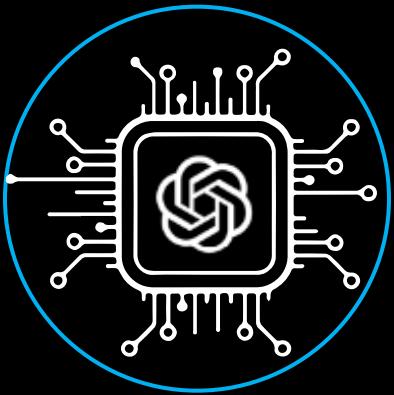
The response can represent information and knowledge - but for data, you need grounding.



Create novel content

“Creative” works: Text, images and code not contained in the training data. Synthesize new abstractions of data





Generative AI is not:



Intelligent

It's just a predictive system, designed to give a likely continuation of the prompt given the training data.



Deterministic

Run the same prompt. Get back a different response (probably).



Intentional

They exist to complete your train of thought, they do not perform intentional actions

Considerations for Generative AI

- Can hallucinate (make up information) if not properly managed and operated
- May reflect bias found in data if not adequately mitigated
- Will always try to help (respond) which can lead to misleading guidance
- Is unpredictable, the response you get cannot be determined

Getting Best Results: Prompt Engineering

Provide context and guidance

- Refine your prompt to achieve the desired results. Here are some examples of follow-up prompts to guide Bing Chat Enterprise to provide you with the information you need.
- If using Bing Chat Enterprise: Commercial data protection means it is safe for you to even add internal information to refine your prompts.

Original prompt	Refined prompt
Review news and press releases from [Samsung Electronics] from [January 2023] to the present. In [six] bullet points, summarize expressed interest in [using AI to improve internal performance in software development].	Present the information as if you were communicating to a Microsoft partner and convincing them that these are great opportunities to engage with the customer.
From the [2022 annual report of CarMax], explain how they used [products to streamline research, generate customer-facing content, and boost search rankings].	Describe the products used, the benefits of each product, and the results in terms of cost reduction or revenue increase for [CarMax].
Identify [eight] trends in the [healthcare industry] [in the last 12 months] that could lead to adopting AI solutions.	Include examples of [improving patient care, retaining staff, improving efficiency, lowering cost, and meeting regulatory requirements]. For each trend, provide an example of a company that is embracing that trend and has announced plans for action.
Use this webpage only for your answer. Identify trends for [investment in cloud infrastructure over the last five years].	Make a table with rows by year and columns by investment type, with dollars and descriptions in the table entries.

Basics of Safety

- Check citations for reputability and timeliness
- Data organisation and handling
- Check terms and policies

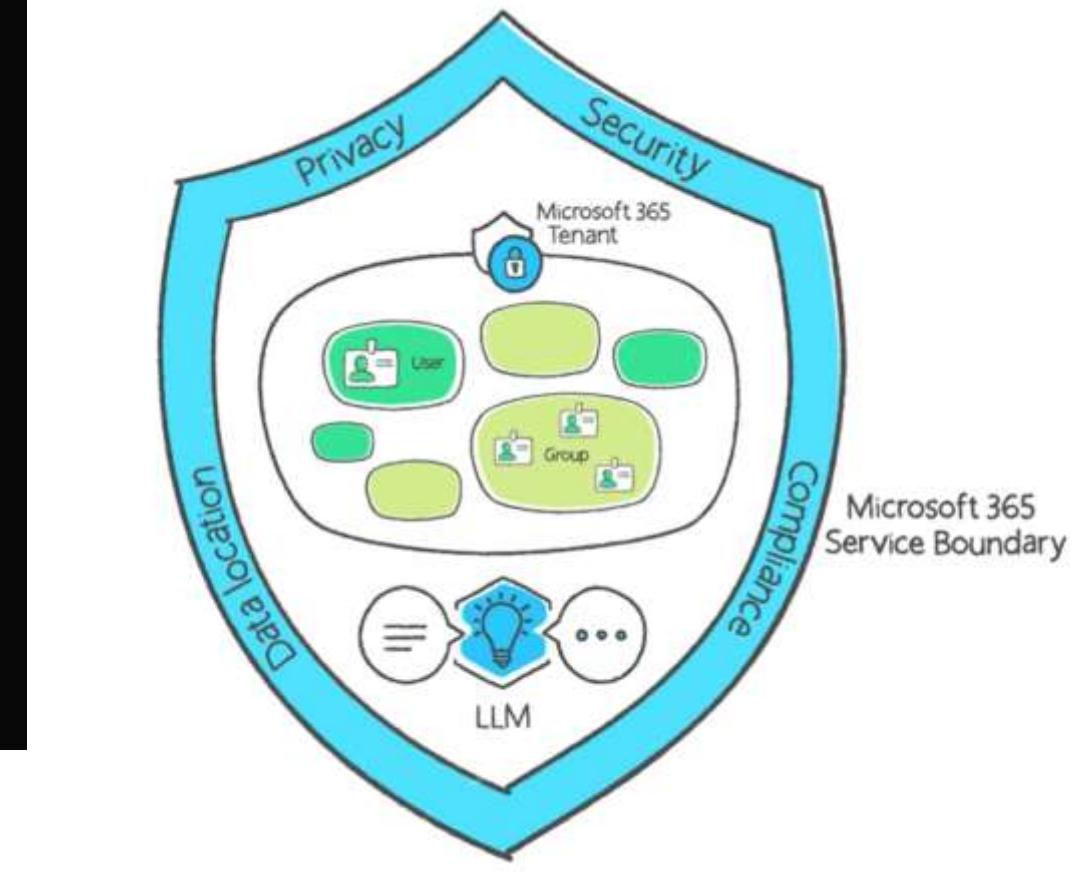
	Bing Chat	Bing Chat Enterprise	Microsoft 365 Copilot
	Personal	Work	Work
GPT Large Language Model	✓	✓	✓
AI-Powered Web Search, Answers & Content Generation	✓	✓	✓
Commercial Data Protection		✓	✓
Enterprise Security, Privacy & Compliance			✓
Microsoft 365 Graph (content & context)			✓
Microsoft 365 Apps			✓

<https://microsoft.com/bing/chat/enterprise>



Safety

Commitment from AI provider, e.g.,
for M365 Copilot [Microsoft 365 Copilot: Security & Privacy - YouTube](#)



No eyes-on access
Not used to train LLM
EU compliant



Microsoft Cloud Runs on trust

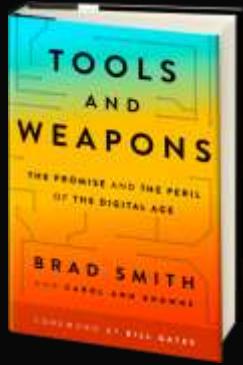
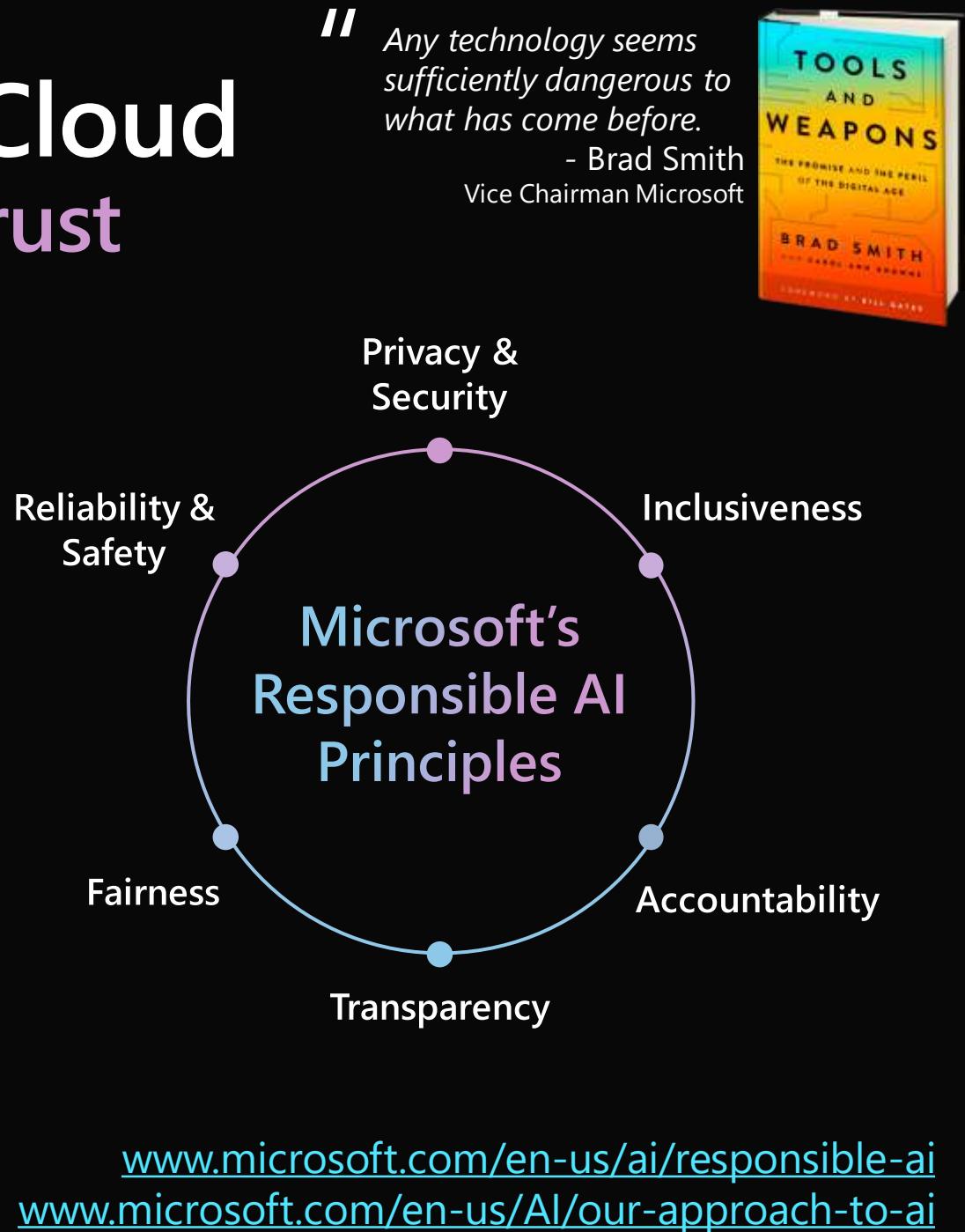
Your data is your data

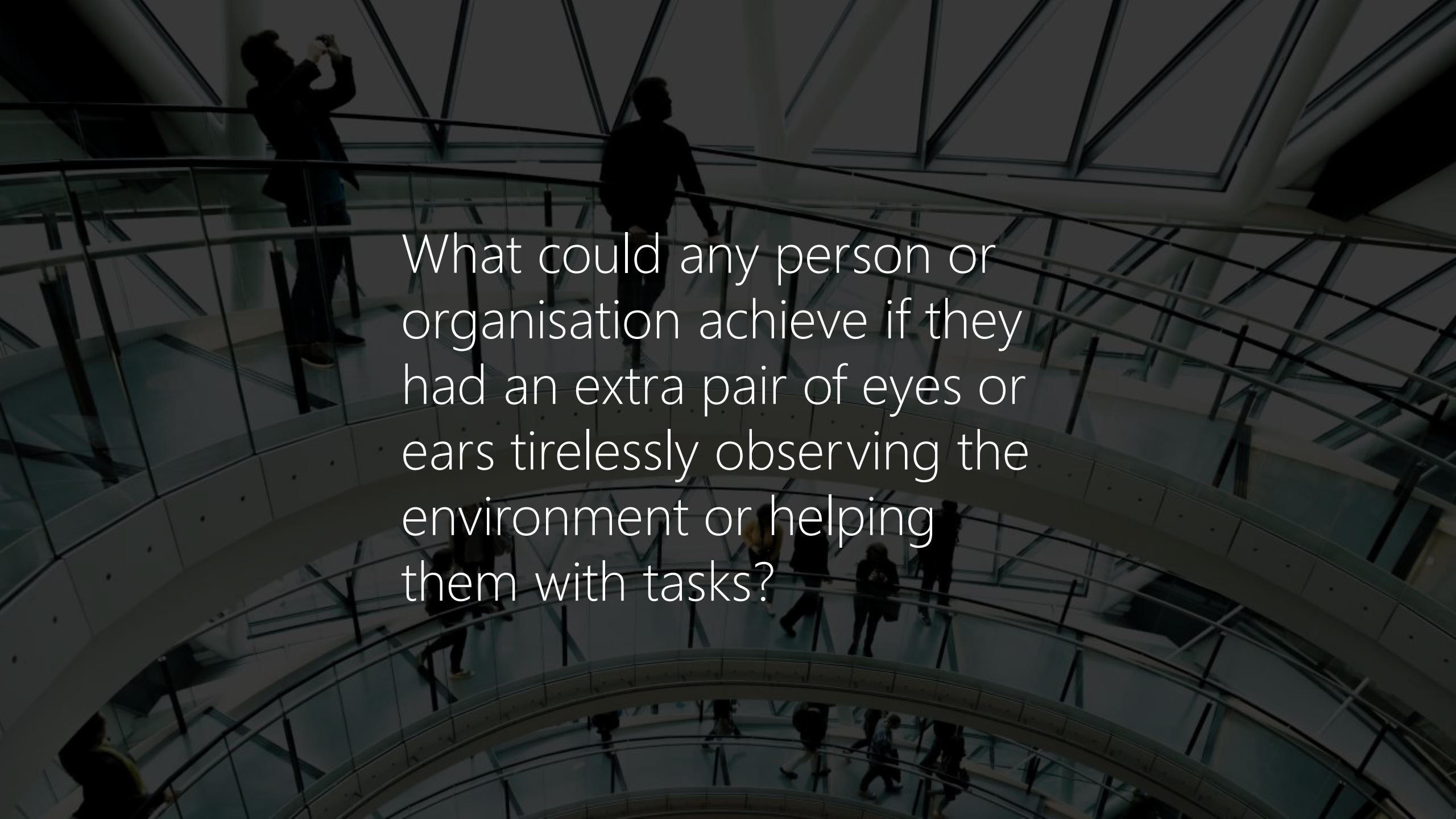
Your data is not used to train
the foundational AI models

Your data is protected by
the most comprehensive enterprise
compliance and security controls

Copilot usage is protected by
Microsoft Copyright Commitment.

[learn.microsoft.com/en-us/legal/cognitive-
services/openai/data-privacy](https://learn.microsoft.com/en-us/legal/cognitive-services/openai/data-privacy)



A wide-angle photograph of a modern architectural space, likely a lobby or atrium of a large building. The ceiling is a complex network of steel beams and glass panels, allowing natural light to filter through. A curved, glass-enclosed walkway or bridge spans across the scene. Several people are visible on the walkway, their figures silhouetted against the bright background. The overall atmosphere is bright and airy.

What could any person or
organisation achieve if they
had an extra pair of eyes or
ears tirelessly observing the
environment or helping
them with tasks?

Integrating Gen AI further

Use Gen AI and natural language as part of your workflows
... And to build these workflows

The screenshot shows the Microsoft Power Automate interface with the title "Describe it to design it (preview)" at the top. The main area is titled "Step 1 of 3" and contains the heading "AI power turns words into a workflow". Below this, there's a text input field containing the natural language trigger: "When someone responds to my survey, store the responses in a SharePoint list. If someone responds 'Very dissatisfied' send a message in Teams". To the right of this input field is a "Try" button followed by a list of generated flow examples:

- When someone mentions me by email, send me a message on Teams.
- When someone responds to a Microsoft Forms survey, send me an email, and send a message to Teams.
- Send me a message on Teams every day
- Create a task in planner when someone responds to a Microsoft Forms survey
- Every day send a message on a Teams channel
- Send a message in Teams when a new Microsoft Forms response is submitted
- Send me a message on Teams when a task is completed in Planner

At the bottom of the list is a "Generate new examples" button.

Integrating Gen AI further

Add Gen AI features to your website,
in addition to internal use cases

The screenshot shows the Microsoft Power Virtual Agents landing page. At the top left is the Microsoft logo and the text "Power Virtual Agents". On the right is a "Start Free" button. Below the header is a "Welcome" section with the following text:

With Power Virtual Agents, you can simply point your bot to your website, and it will use generative AI to have rich, multi-turn conversations with your customers using information from your own site.

Try it now by entering your website and start talking with your very own custom bot.

Sign up for a trial

To access the full range of Power Virtual Agents capabilities — add more knowledge sources to your bot; enjoy rich and powerful authoring capabilities using generative AI; and much more.

On the right side of the welcome section is a large input field labeled "Enter your website URL" with the placeholder "Example: contact.com". Below this is a "Start chat" button. Underneath the input field is a section titled "How to choose a website" with the following bullet points:

- If your site is external, make sure it's indexed or found by Bing.
- Don't use sites with forums or comments from end users; this can reduce the relevancy of answers.
- Don't include query parameter strings, or more than two levels of depth, or direct webpages that end with extensions (like '.html').

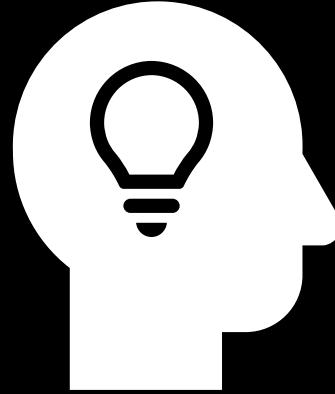
At the bottom left are links for "Power Platform" and "Share".

The screenshot shows a chat interface. At the top is a teal bar with the word "Chat". The first message is from a bot icon: "Hello, I'm the virtual assistant for [www.infochange.org/nz](#). How can I help?". This message was sent "A minute ago". The user then asks "Who is the board chair for infochange" and receives a response from the bot: "Elana Rubin is the current board chair for Infochange [1]". This message includes a reference link: "[Our board | Infochange \(NZ\)](#)". Both messages were sent "A minute ago". At the bottom is a "Type your message" input field with a send arrow icon. Below the input field are two radio buttons: "Restart chat" and "Try with a new URL". A note at the bottom states: "AI generated content can have mistakes, so use this bot with caution. [Learn more](#)".

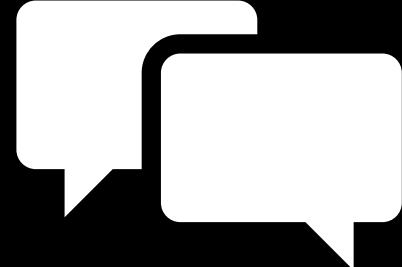
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Generative AI (GAI) is making waves, even within the nonprofit sector. 🤖 From automating tasks and freeing up time for nonprofit professionals to focus on their mission, to delving into donor data to enhance fundraising strategies — the possibilities this technology holds for organizations around the world are exciting. So, how can nonprofit leaders lean into AI and upskill their workforce to leverage this evolving technology? **Naria Santa Lucia**, General Manager, Digital Inclusion at **Microsoft**, shares insights on the potential AI presents for nonprofits and offers thoughts on how these organizations can upskill their workers to succeed in an age of AI.

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