



AI assistant: Responsible AI FAQ

- **What is the AI assistant?**

AI assistant (or chatbot) is an AI-powered chatbot built on Microsoft Copilot to answer questions about Microsoft's products and services on Microsoft websites where it is available for use.

- **What can the AI assistant do?**

The AI assistant (or chatbot) is designed to provide helpful information about products and services on the respective website where the chatbot is integrated. The chatbot generates an answer using Microsoft Copilot Studio capabilities using Microsoft websites as a data source.

- **What is AI assistant's intended use?**

Allow website visitors to easily find answers using natural language questions.

- **How was AI assistant evaluated? What metrics are used to measure performance?**

Red teaming and manual reviews of hundreds of questions and the generated AI answers.

The transcripts and feedback are stored for analytics and may be used for improving the quality of the chatbot or Microsoft products and services.

- **What are the limitations of AI assistant? How can users minimize the impact of AI assistant's limitations when using the system?**

The chatbot uses AI to generate an answer for the user prompts. AI-generated content may be incorrect. Please make sure to read through the citation links provided along with the AI response or contact the sales team for more information by prompting "chat with sales". The chatbot is primarily trained on English (U.S.) text. Any other language or English variations may not be accurate.

- **For another question or to report an issue about the chatbot:**

Type "Submit feedback" in the chatbot and follow the prompts to provide information. Please do not submit any personal information in your responses. If the chatbot itself is not working properly for you, please contact Microsoft support.