



A fresh approach to IT support and expertise.

Artificial Intelligence and Copilot

The relevance of AI in your everyday work



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Agenda

- Who we are
- The different types of AI
- What is a prompt, and how to write a good one
- An overview of Copilot
- Best ways to use Copilot
- Why caution is advised
- Recap
- Any questions

AI today

What's already embedded in our lives





Are they really AI?

Not so much iRobot by Issac Asimov



Categories of AI	Description
Narrow AI (Weak AI)	Trained for specific tasks. Examples: Siri, Alexa, chatbots. Cannot perform beyond its task.
General AI (Strong AI)	Theoretical concept. Human-like intelligence. Can learn and perform any intellectual task.
Super AI (Superintelligence)	Theoretical. Beyond human capabilities. Thinks, reasons, and learns at an extraordinary level.

Types of Narrow AI	Description	Applications
Predictive	Analyses data to make predictions about future events or trends.	Weather forecasting, stock market analysis, risk assessment.
Generative	Creates new content or data that is like its training data.	Computer graphics, music composition, text writing.
Descriptive	Analyses data to describe and understand past events.	Business intelligence, analytics.
Diagnostic	Identifies the causes behind past events.	Healthcare diagnostics, failure analysis.
Prescriptive	Provides recommendations on actions to take based on data.	Supply chain optimisation, marketing personalisation.
Reactive	Reacts to its environment in a predefined way without memory.	Game playing (e.g., chess, Go).
Conscious	A theoretical type of AI that would have self-awareness.	Not applicable (still theoretical).

Categories	Tool types		
Test and writing	Copywriting (190 tools) General Writing (258 tools)	Email Assistant (128 tools) Paraphraser (27 tools)	Storyteller (72 tools) Summarizer (154 tools)
Image and Design	Art (132 tools) Design Assistant (167 tools)	Avatars (99 tools) Image Editing (245 tools) Logo Generator (18 tools)	Image Generator (236 tools) Design (2 tools)
Audio and Music	Audio Editing (51 tools) Music (97 tools)	Text To Speech (79 tools) Transcriber (102 tools)	
Video and Animation	Personalized Videos (20 tools) Video Editing (71 tools)	Video Generator (85 tools) 3D (60 tools)	
Marketing and Sales	SEO (143 tools) Social Media Assistant (196 tools)	Sales (137 tools) Marketing (10 tools)	E-commerce (53 tools) Email Marketing (1 tools)
Lifestyle and Entertainment	Fashion (20 tools) Real Estate (26 tools) Fun Tools (190 tools) Gaming (51 tools)	Life Assistant (280 tools) Memory (21 tools) Fitness (21 tools) Travel (48 tools)	Gift Ideas (29 tools) Healthcare (75 tools) Dating (40 tools) Religion (11 tools)
Development and IT	Prompts (125 tools) Code Assistant (122 tools)	Spreadsheets (54 tools) SQL (43 tools) Testing & QA (1 tools)	Developer (245 tools) Low-Code/No-Code (150 tools)
Business and Admin	Customer Support (173 tools) Finance (78 tools) Human Resources (143 tools)	Legal Assistant (29 tools) Presentations (30 tools)	Productivity (401 tools) Startup (164 tools)
Education and Information	Education Assistant (203 tools)	Experiments (43 tools) Research (146 tools)	Resources (89 tools) AI Search Engines (109 tools)

Source: aitoolguru.com/categories

What is a prompt

How to write a good one



What is a prompt

It's the way you ask an AI to help you answer a question or complete a task (it can accomplish).

Success is down to the quality, structure and detail of the prompt.

One prompt can produce different results in different AI tools and platforms.

AI Overview

[Learn more](#) ⋮

An AI prompt is a natural language request or input that a user provides to an artificial intelligence (AI) model to get a specific response. Prompts can be simple questions, keywords, or complex instructions, and can include contextual information, examples, or partial input. The AI model can then generate a variety of outputs based on the prompt, such as text, images, videos, code, or music. 

Here are some tips for writing effective prompts:

Be specific

Providing specific prompts can help avoid vague responses and ensure that the AI produces the desired content. For example, when asking the AI to write a best man's speech, you can include details like the audience and tone you want to set.

Be rich

Richness provides the AI with a comprehensive backdrop, while specificity provides stage directions.

Use clear language

Think of AI prompting like having a conversation with an assistant, using plain but clear language. 

Generative AI is experimental.



ANATOMY OF THE PROMPT

This ain't your ordinary search engine prompt

CONTEXT

Provide some **background or context** for the action.

e.g., who is the audience, what tone do you want to set

ROLE

Tell ChatGPT **who to be**.

e.g., expert, executive, industry role

ACTION

Tell ChatGPT **what to do**.

e.g., answer a question, provide information, summary, revision

OUTPUT

Tell Chat GPT **how you want the information**.

e.g., paragraph, bullet list, excel sheet

EXAMPLE

I am applying for (POSITION) and (COMPANY). This is my second interview.

+

Act like a (ROLE OF INTERVIEWER) and a hiring manager

+

Analyze the following job description and tell me what questions I can expect in the interview.
(COPY JD)

+

Provide a bulleted list.

THE ANATOMY OF A CHATGPT PROMPT



You're a copywriter who writes blog posts for learning and development professionals. For a new post, we want to write a guide on prompt engineering specifically for L&D professionals.

We should assume they have no knowledge of the subject. We want to cover a clear and accessible explanation of prompt engineering, a breakdown of what makes a good prompt and a list of no more than 6 best practices for effective prompts.

We also want to include a final section about continuing to build prompt engineering skills as an L&D pro. The article needs to be 1,000 words max. It should be clear, simple to read and in a informal tone.

Specificity

Context

Constraints

Describe the **task**

- Who is the **person** behind the article?
- What is their **perspective** and point of view?
- Add product or service **information**.
- Consider using expressions like “**Act as**”

Provide **instructions**

- **Clarify** the language
- Specify the **structure**
- Set the desired **length**
- Use **examples**
- **Specify** the format

Practice, experiment and refine

Prompt libraries

- Take a look at high-quality prompts ready to be used to give instructions to generative AIs such as ChatGPT.

Chat with the AI

- Remove the fear of the blank page, don't take its first answer as the best answer.
- Try the same prompt in a different AI platforms and tools.

Microsoft Copilot

A quick overview





Copilot

A whole new way to work

Five reasons why to use it

Efficiency and
Productivity

Risk Management

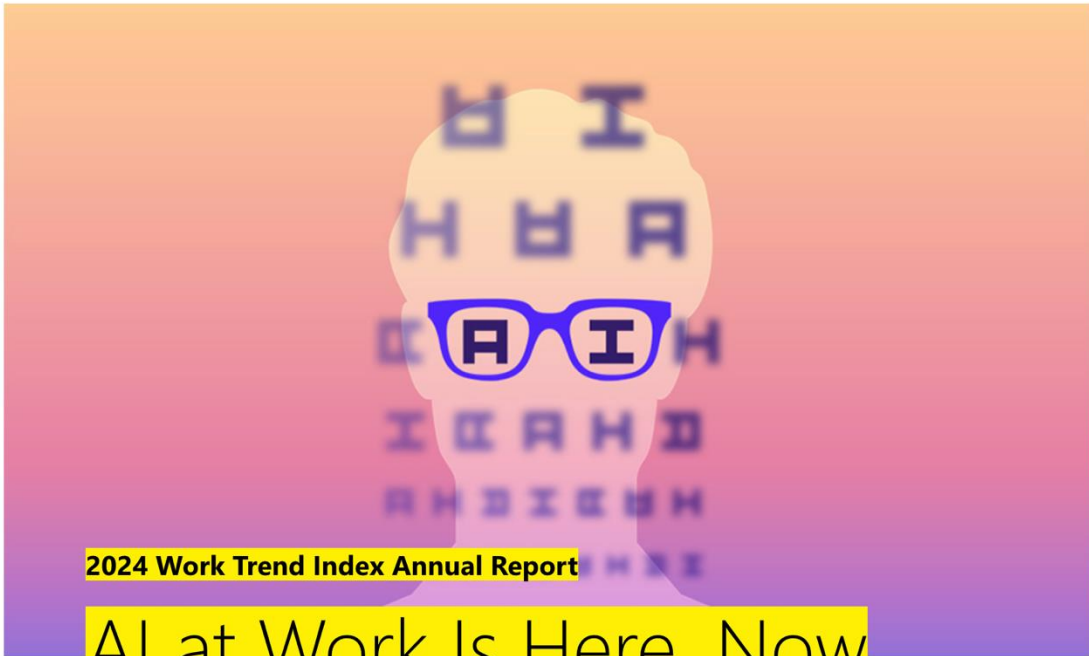
Personalisation

Regulatory Compliance

Innovation

WorkLab

Exploring the Science of Work and Ingenuity



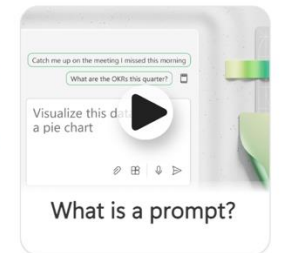
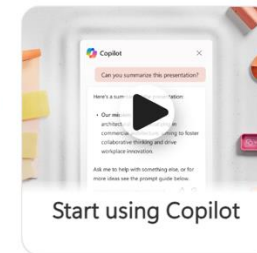
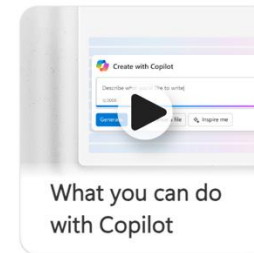
2024 Work Trend Index Annual Report

AI at Work Is Here. Now
Comes the Hard Part

Employees want AI, leaders are looking for a path forward.



Start your Copilot journey



Best ways to use Copilot

Meetings, chat, search, editing and summarising





Activity



Chat



Teams



Calendar



Files



Store



Product roadmap discussion

Chat

Files

Details

Recap



Close



Jan 21, 2023 10:00 - 11:00

Open in Stream

Product roadmap

Market Research and Customer Feedback

Conduct market research and gather customer feedback to identify key features that are in demand.

Phase 1

Begin development of the new features, starting with the highest priority items.

Launch Preparation

Finalize development and testing of the new features and prepare for launch.

Month 1

Month 2-3

Month 4-6

Month 7-9

Month 10-11

Month 12

Development

Develop a detailed product roadmap that outlines the features to be implemented and the timeline for implementation.

Phase 2 + Testing

Continue development of the new features and begin testing to ensure they meet quality standards.

Launch

Launch the new software with enhanced features and begin monitoring customer feedback to ensure satisfaction and identify areas for improvement.

Content

[See all](#)

Product Roadmap...



Marketing budget...



Marketing demo...

Notes

AI notes

Mentions (3)

Transcript

Chat

AI-powered notes and tasks, created for you.

Copy all

Suggested notes

- > **Serena** wants to look at the product roadmap before she and **Danielle** commit to more feature enhancements.
- > **Danielle** explains that they are on track for new product release in December. But they will need to keep an eye on beta testing results. She will follow up on that.
- > **Danielle** explains that they are managing the capacity well. There could be a problem if they get a surge of users. **Babak** will make sure that they have the necessary provisions to handle an influx of users if the need arises.

Are these notes useful?

Suggested tasks

- **Danielle** will follow up on feature enhancement prioritization
- **Jon Shammas** will double check with **Amanda** regarding the ETA for the new product

8 Speakers

Topics

Chapters

 We created chapters based on meeting data. [Learn more.](#)Product roadmap review
39:08Agenda
39:08Our vision
39:08

New product roadmap

Product goal
39:08

Microsoft 365 App	Feature	Description
Word	Draft with Copilot	Generate text with and without formatting in new or existing documents
	Chat	Create content, summarize, ask questions about your document, and do light commanding via Chat.
PowerPoint	Draft with Copilot	Create from Prompt or File, leveraging enterprise templates. Integration with DALL-E, OpenAI's image generator, also allows users to ask Copilot to create custom images.
	Chat	Summary, Q&A, ChatGPT integration.
	Light commanding	Add slides, pictures, or make deck-wide text changes.
Loop	Collaborative content creation	Create content that can be collaboratively improved through direct editing or refinement by Copilot.
Outlook	Coaching tips	Get coaching tips and suggestions on clarity, sentiment, and tone, along with an overall message assessment and suggestions for improvement.
	Summarize	Summarize an email thread to help the user quickly understand the discussion. It can draft and suggest replies to email.
	Leverage content	Pull from other emails or content across Microsoft 365 that user already has access to.
Teams	Chat	Users can invoke Copilot in any chat. Copilot can summarize up to 30 days of the chat content prior to the last message in a given chat. Copilot uses only the single chat thread as source content for responses and
	Meetings	Users can invoke Copilot in meetings or calls within the same tenant. Copilot will use the transcript in real-time to answer questions from the user. It only uses the transcript and knows the name of the user typing the
	Business Chat	Allows users to access data across their Microsoft 365 Graph and leverage LLM functionality. Business chat can be accessed in Teams and when signed-in to Bing with an active directory account.
	Whiteboard	Makes meetings and brainstorm sessions more creative and effective. Use natural language to ask Copilot to generate ideas, organize ideas into themes, create designs that bring ideas to life and summarize
OneNote	Draft with Copilot	Use prompts to draft plans, generate ideas, create lists, and organize information to help you easily find what you need.

Caution is advised

Importance of data governance and compliance



From a data protection point of view – How safe is it to use?

Safety, bias and accuracy are genuine concerns

- The data and information an AI brings back should always be scrutinised to minimise risks and remove inaccurate results.
- As a user and as an organisation you should understand how to safely use AI within the workplace.



Core considerations when using AI

Governance and Compliance

- Regulatory demands
- Transparency and accountability
- Mitigating bias

The use of client data

- Data privacy and security
- Vendor assessment
- Explainability and interpretability

General interest



**Radio 4 Wednesday afternoons at 3.30pm,
or BBC Sounds.**

In 'The Artificial Human,' Aleks Krotoski and Kevin Fong set out to answer the questions that really matter to us:

- Is AI smarter than me?
- Could AI make me money?
- Will AI save my life?

They pursue the answer by speaking to those closest to the forefront of AI innovation.

Recap

- Most AIs today are narrow (weak) trained for specific tasks.
- There are 6 types of Narrow AI we can use today, with approx. 9 categories and 1000's of tools
- A well-crafted prompt makes all the difference
- Practice, refine and curate what works
- Be careful and mindful of what you are sharing with an open AI platform or tool
- Embrace the small wins while learning the deeper commercial advantages





A fresh approach to IT support and expertise.

Hope you enjoyed the session

Why not join us for our next tips and tricks session?

www.it-champion.co.uk/it-training/monthly-tips-tricks/