



## Prompting do's and don'ts

Get the most out of Copilot and avoid common pitfalls by learning **what to do** and **what not to do** when writing prompts.

As a certified **Microsoft partner**, we can help you get ready for your everyday AI-powered companion that will **transform your productivity and communication**. We'll work with you to develop your adoption strategy and prepare your environment for maximum impact.

## Copilot for Microsoft 365

### Do's

- ✓ **Be clear and specific.**  
Provide specific instructions to Copilot, such as topic, purpose, tone, and required length.
- ✓ **Keep it conversational.**  
Give feedback to Copilot based on the quality of its responses to help the AI learn and match your preferences.
- ✓ **Give examples.**  
Use clear and specific keywords or phrases when asking Copilot to write a piece of text for you. This helps it generate more relevant and creative copy.
- ✓ **Ask for feedback.**  
Requesting feedback from Copilot helps it to understand your needs and preferences, and to provide you with more relevant, helpful responses.

- ✓ **Check for accuracy.**  
Occasionally, Copilot may make mistakes. Always check Copilot's responses for accuracy, grammar, and style, and watch out for irrelevant or inappropriate content.
- ✓ **Provide details.**  
Provide Copilot with contextual details to help it generate more accurate, consistent responses. For example, the genre, characters, and plot to a story.
- ✓ **Be polite.**  
Using kind and respectful language when chatting with Copilot helps foster collaboration and improves the AI's responsiveness and performance.

### Don'ts

- ✗ **Be vague.**  
When prompting Copilot, avoid using vague language, and be as clear as possible to receive better-quality responses.
- ✗ **Request inappropriate or unethical content.**  
Copilot is not responsible for the content or the consequences of your writing. You should respect local laws, rules, and the rights of others.
- ✗ **Use slang, jargon, or informal language.**  
This may cause Copilot to give low-quality, inappropriate or unprofessional responses.
- ✗ **Give conflicting instructions.**  
Prompting Copilot to perform a task that includes multiple or conflicting pieces of information in the same request can confuse the AI and result in lower quality responses.
- ✗ **Interrupt or change topics abruptly.**  
This could disrupt Copilot's writing process. Always close or finish a task before starting a new one. When starting a new task, write "New task."

**Contact us today** to learn more about how **we can help you leverage Copilot for Microsoft 365 to achieve your business goals.** [www.mercuryit.com.au](http://www.mercuryit.com.au) | [sales@mercuryit.com.au](mailto:sales@mercuryit.com.au)