

Welcome! We'll plan to get started at 12:03PM. Please be sure to mute your mic as you join!

MICROSOFT COPILOT OVERVIEW

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AGENDA

- Generative AI resources
- How STS is thinking about GenAI
- GenAI tools and Copilots
- **Microsoft Copilot (AI chat)**
 - **Overview & Features**
 - **Demo**
 - **Tips & Tricks**
- **Use cases at MIT Sloan**
- **Questions / Discussion**





GENAI RESOURCES

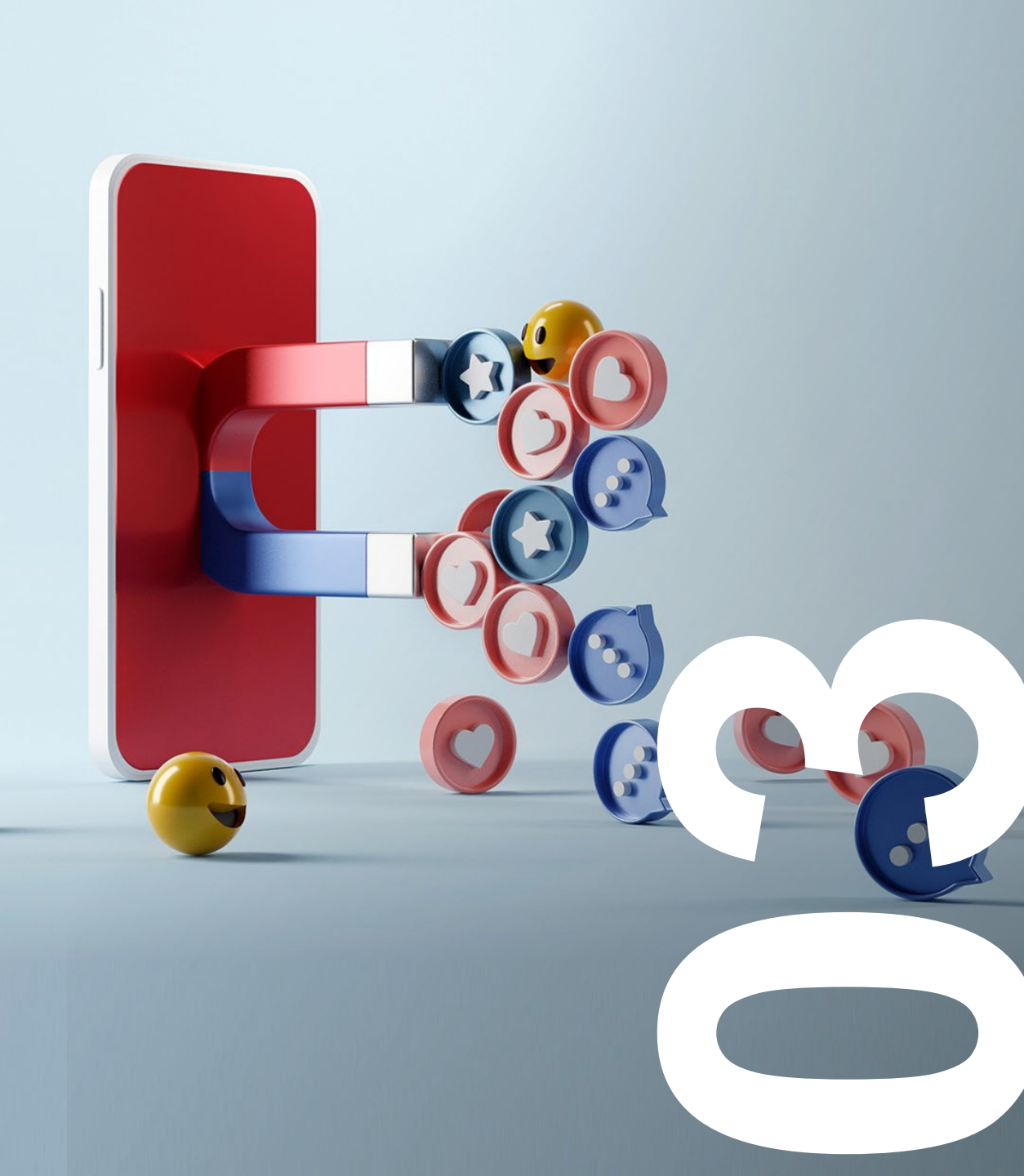
AI RESOURCES



- MIT Sloan Teaching & Learning AI Hub:
 - <https://mitsloanedtech.mit.edu/ai>
- **LinkedIn Learning** (see right)
- Microsoft: Fundamentals of Generative AI (40 minutes)
 - <https://learn.microsoft.com/en-us/training/modules/fundamentals-generative-ai/>
- What is Microsoft Copilot (AI Chat)?
 - https://mitsloan.servicenow.com/sloanservice?id=kb_article_view&sysparm_article=KB0010943
- Microsoft's commitment to ethical AI
 - <https://www.microsoft.com/en-us/ai/responsible-ai>
- Guidance for use of GenAI Tools at MIT
 - <https://ist.mit.edu/ai-guidance>

The screenshot shows a search for "Generative AI" on LinkedIn Learning. The search bar at the top contains "Generative AI" with a search icon and a close button. Below the search bar are filters for "English", "Type", "Hands-On Practice", "Time to Complete", "Level", and "All filters", along with a "Reset" button. A yellow banner indicates "2,143 Results for 'Generative AI'". The results list four items:

- Generative AI** (VIDEO): 16,194 learners, Skills: Machine Learning, Artificial Intelligence (AI). Updated 4 months ago. From the course: Artificial Intelligence Foundations: Thinkir.
- What Is Generative AI?** (COURSE): 41m 6s left. By: Pinar Seyhan Demirdag. Mar 2023.
- Introduction to Prompt Engineering for Generative AI** (COURSE): 4.7 stars (7,420), 420,843 learners, Beginner. By: Ronnie Sheer. Mar 2023.
- Get Ready for Generative AI** (COURSE): 5m 26s. By: Ashley Kennedy. Feb 2023.



GENAI TOOLS & COPILOTS

POPULAR GEN AI TOOLS



Microsoft Copilot

- Free and equitable access for MIT faculty, staff, students, temps and affiliates
- Access GPT-4 Turbo and DALL-E-3
- Secure data protections – chat is **not** shared with Microsoft or used to train LLMs
- New features being added monthly (ex. File upload, updated models)

ChatGPT Plus

- Paid \$20/per month subscription
- Access to GPT-4o and DALL-E-3
- Browse, Create and use custom GPTs
- Advanced plugins and tools including Advanced Data Analysis (Code Interpreter)
- Chat data may be used to train underlying LLM technology (varies based on subscription)

MICROSOFT'S MANY COPILOTS



- Copilot naming is confusing
- Microsoft has many “Copilot” products in the market
- Many other vendors are using the Copilot naming convention for their products
- The two key products to keep track of over the next 6 months:
 - Microsoft Copilot (AI Chat)
 - Microsoft 365 Copilot
- These tools seems to be in constant flux – features pop in and out almost daily.

What do we mean by Copilot?





Copilot

*Formerly Bing Chat
Enterprise*

MIT
MANAGEMENT
SLOAN SCHOOL

Protected AI-powered web chat at MIT Sloan

COPILOT – A NEW WAY TO SEARCH

Get answers, not links

We're used to searching the internet with keywords and getting pages of links. Now, we can chat in **conversational language** to get detailed, customized answers from the internet:

We can ask for:



Summaries



Analyses



Tables



Content



Images

We can get answers that connect the dots across data points. We can get new answers that haven't been written before. This is why AI chat is often referred to as “generative AI”—it produces answers instead of links.

Simply put, AI-powered chat gives you custom answers.

WHY COPILOT?

It's powerful and protective

Powerful AI models



Copilot uses GPT-4 Turbo for text and DALL-E-3 for images, the advanced AI models

Transparent about sources



Copilot cites the data sources behind its answers

No knowledge cutoff



Copilot provides up-to-date answers. Answers are not limited by the date of the AI model

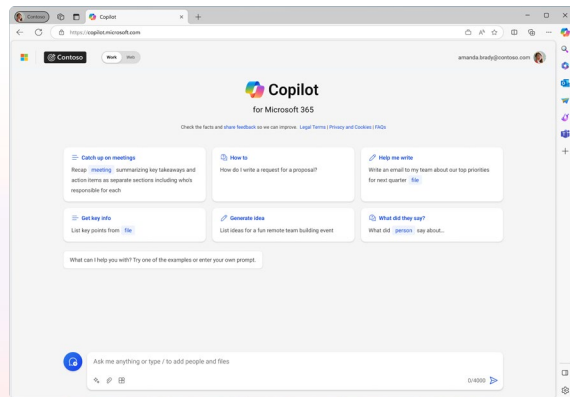
Commercial data protection



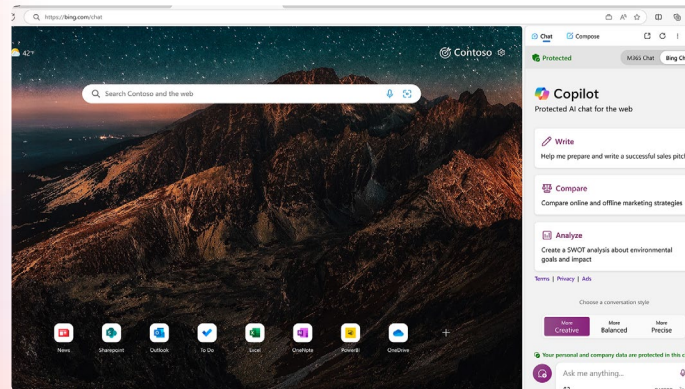
Copilot doesn't save prompts or answers, nor use them to train the AI model

Access Copilot in multiple places

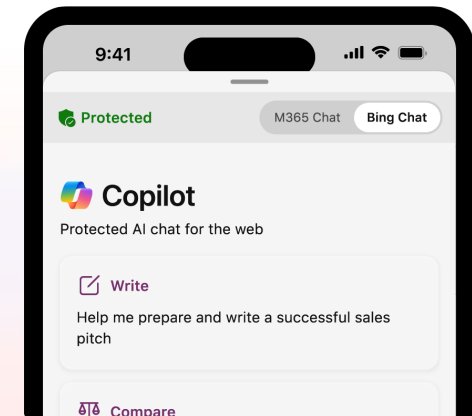
<https://copilot.microsoft.com>




Microsoft Edge sidebar



Copilot mobile app



Copilot available on major browsers

You can visit Copilot on Microsoft Edge and other major browsers including Google Chrome, Firefox and Safari. With Microsoft Edge, Copilot can make your workday even easier. Just select the Copilot icon  in the top right corner of the Edge browser. Now Copilot is at your fingertips!

Copilot Capabilities	Google Chrome	Microsoft Edge
AI-powered web search, answers & content generation	✓	✓
Commercial data protection with Copilot	✓	✓
Built-in Compose template to create content easily		✓
Web page or PDF summarization		✓
Automatic tab grouping		✓
Light and dark mode switching without opening settings		✓

Try the last three actions in Copilot in Edge. (Ex. “Summarize this PDF,” “Group my tabs,” or “Switch to dark mode.”)

Protect our data – Use Copilot for your AI Chat

Copilot is our official AI chat because it keeps our data safe

Copilot protects in this way:

Work/school account



Bing treats your content appropriately through Copilot. Make sure you are logged in with your MIT account and see the “Protected” badging.

No human eyes



After signing in, data is encrypted and is not seen by humans

Discarded



Prompts and answers are discarded at the end of a session. Data is not used to train AI models




Get started with Copilot (Demo)

Step one: Sign in with your work account

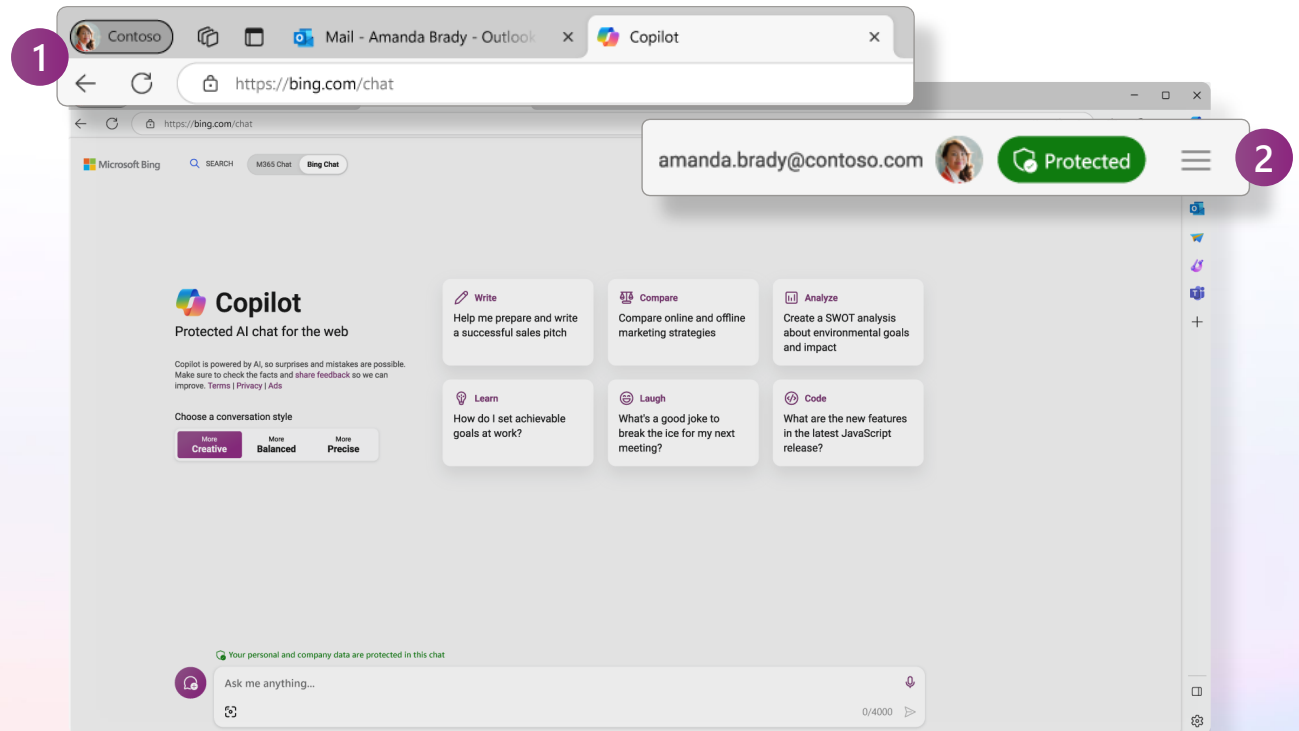
Please feel free to follow along!

1 Navigate to <https://copilot.microsoft.com/> on your preferred browser on your device. Copilot is compatible with Microsoft Edge and Chrome on desktop PCs.

2 Ensure you're signed in with your MIT account.

You will know you are successfully signed in with your work account when you see  tag next to your credentials in the top right corner of your screen.

 If you are not signed in with your work account, your data is not protected while using AI chat.



Get to know Copilot

Start at

copilot.microsoft.com

Here is a visual tour of Copilot:

Notebook Feature

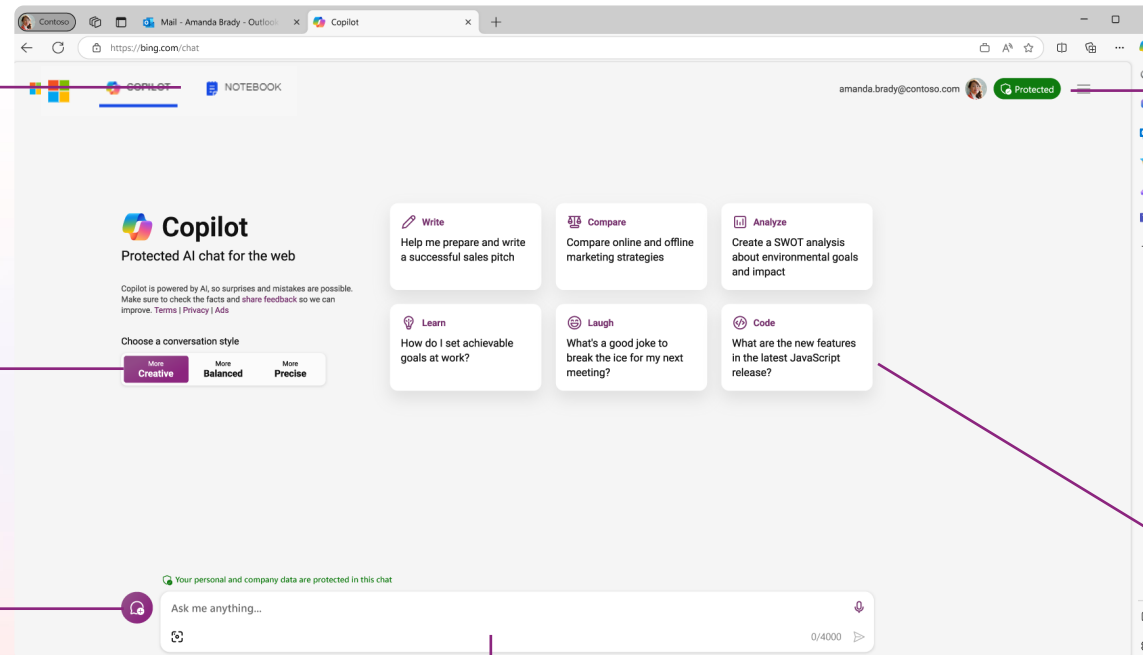
For longer, in-line conversations with GPT-4, check out the Notebook feature at the top.

Conversation styles


For the most comprehensive answers, use Creative style with the power of GPT-4. For faster answers, try Balanced or Precise.

Start a new chat button

Clear your past chat and start a new conversation.



Protected badge

Ensure you're signed in with your work account and confirm that you're  Protected. If the green tag is missing, sign in with your work account.

Suggested prompts

If you're not sure what to ask, try or modify a sample prompt!

Text box

Enter your question (your "prompt") here.

DEMO



- Logging into Microsoft Copilot
- Get to know Copilot Screen
 - Suggested Prompts
 - Conversation Styles
 - Protected Badges
- Generate Text, Copy Text Button
- Generate Images
- Notebook
- Microsoft Edge – Sidebar
 - Page & PDF Summarization. TIP: You must explicitly reference the open page or PDF.
 - Upload (File, Screenshot, Image)



TIPS & TRICKS

What makes an effective prompt?



Effective

- ✓ **Specific and detailed**
- ✓ In full sentences, with instructions
- ✓ States the tone, purpose, preferred format, etc.

Example: *Recap the findings of the article I've copied below and include the top 3 concerns. Provide the answer in two to three paragraphs and use a business tone.*



Less Effective

- × **Vague**
- × Just a few words
- × No context on preferred output

Example: *Recap article.*

The recap may be more vague than desired, or in a format that you were not seeking.

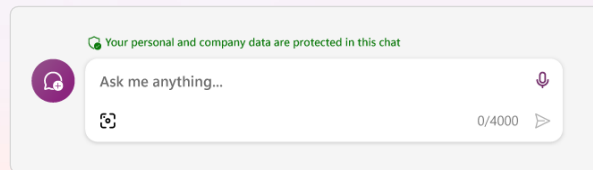
But there are no 'wrong' prompts because **natural, conversational language is welcome.**
Experiment away!

How to chat in 3 steps



1. Enter your prompt

Enter your detailed prompt in the text box at the bottom. The box expands as you go, so you can write in sentences and paste in lots of content from a webpage, PDF, or document.



2. Check sources

Copilot is transparent about the sources of its information. See these sources listed underneath the answer.

Vet these sources and validate your answers.

Learn more: [1. microsoft.com](https://www.microsoft.com) [2. contoso.com](https://www.contoso.com)



3. Continue the conversation

You can ask follow-up questions as you would in a conversation. You can refine the answer too.

For example, try "Write a shorter answer" or "Give me more detail." You can also select suggested prompts.

 How can i make my sales pitch more persuasive?

Check your sources



Your personal and company data are protected in this chat

One possible tip for drafting prompts for Bing Chat Enterprise is to use the right model for the right job. According to an article by Microsoft, "If you're looking for stories, poems, jokes or other imaginative answers, use the 'more creative' mode of Bing Chat. But if you're looking for just the facts, use the 'more precise' mode. This will yield succinct and fact-based responses". This way, you can adjust the tone and style of your prompt to match your desired output from Bing Chat Enterprise.

Learn more:

1. microsoft.com

2. contoso.com

+2 more

2 of 30 ●

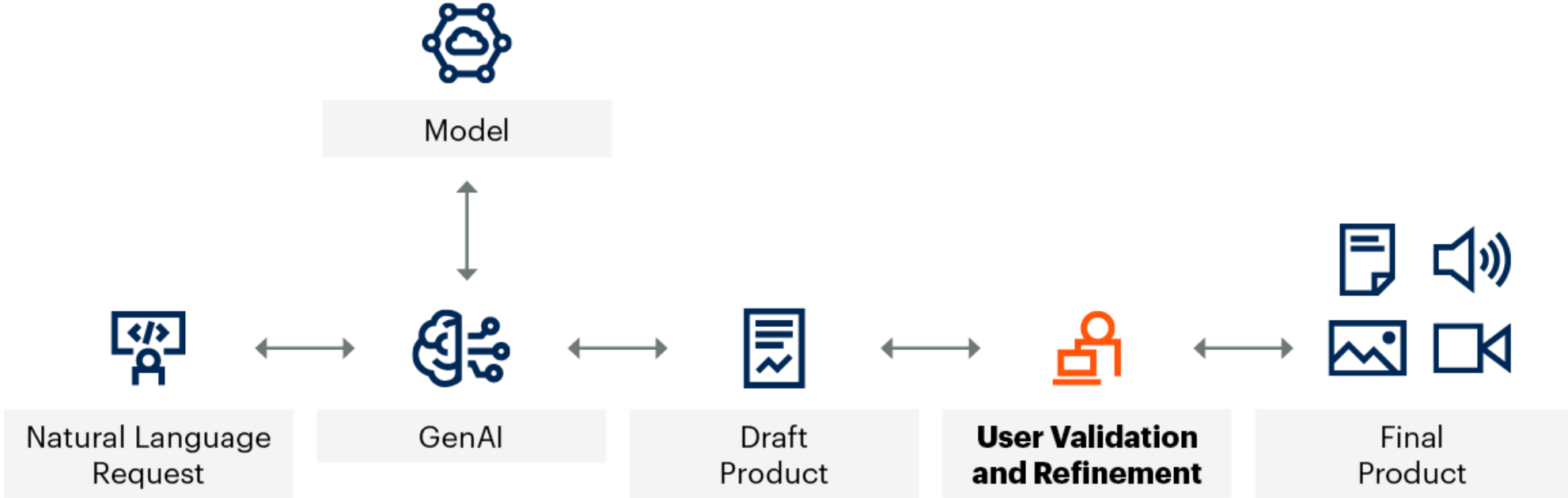
● Sources are shown below the answer

Copilot aims to base its responses on reliable sources, but AI can make mistakes, and third-party content on the internet may not always be accurate or reliable. Copilot will sometimes misrepresent the information it finds.

This is why Copilot is transparent and shows the sources of information behind its answers. Always check the sources before making decisions or taking actions based on the responses. **Copilot does not replace human judgment.**

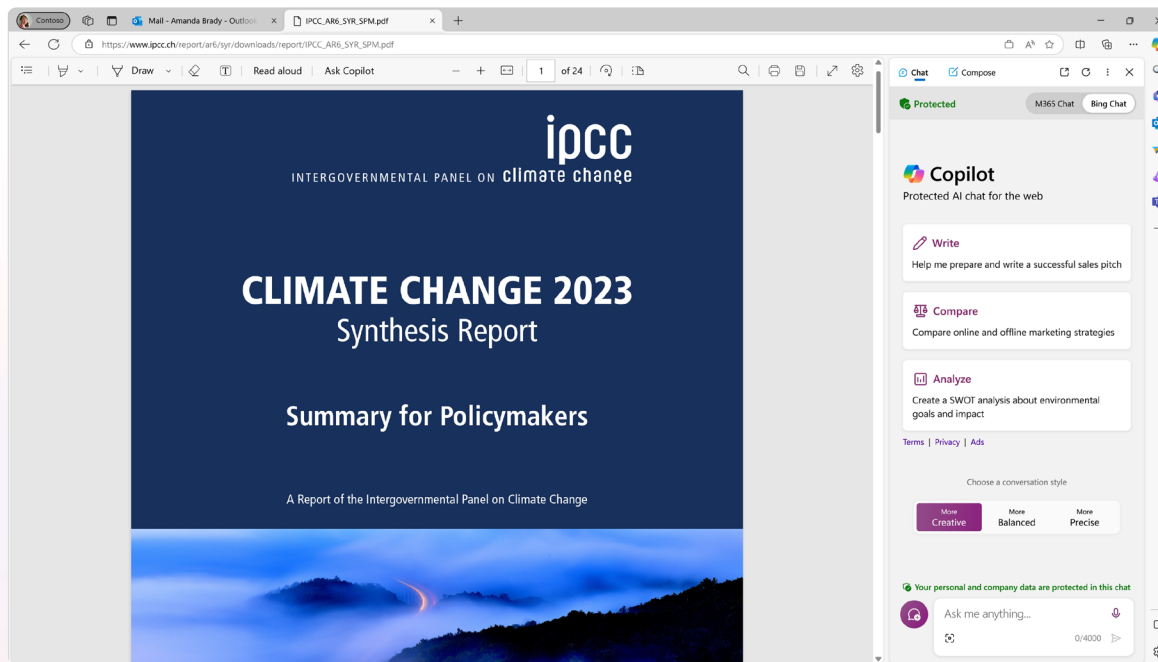
Content Creation: Human in the Loop

Content Generation Requires a “Human in the Loop”



Source: Gartner
801750_C

Save your output—Copilot has a short-term memory



To keep your company data private, Copilot **does NOT save chat history.**

You will lose the chat if you:

- Select the “new topic” button
- Close the browser window
- Leave the chat open for hours

Copilot will also forget any PDFs or webpages that you open in the Edge browser.

Please save your chat content as needed

Note: Your answers may vary from session to session.



USE CASES



Workday efficiencies with Copilot

Copilot is the new way to search...and more

Summarize a long PDF



Turn a 20-page, jargon-filled PDF into 5 bullets using Copilot in Edge

Draft emails and social content



Use Copilot as your professional writer on call to draft emails, captions, and more

Generate images



Leave behind stock images and text-only reports in favor of custom-generated images for emails, on social, and more

Learn new skills



Ask questions tailored to your needs and interests to get consolidated key points from the internet for you

Get answers for specific and complex questions

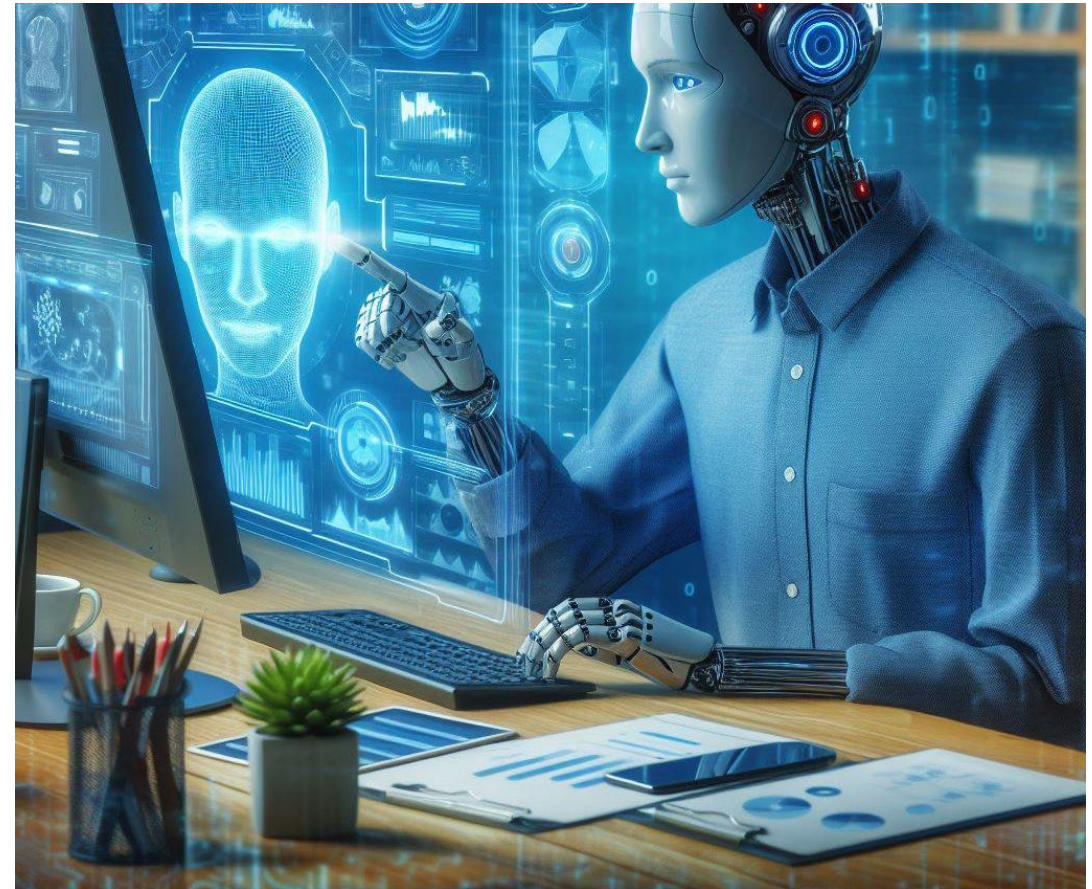


Elegantly handle questions that require multiple data points or a degree of analysis

MIT SLOAN USE CASES



- Fact checking and editing for web and newsletter content
- Data cleanup and sense making
- Checking grammar and tone – making tone adjustments
- Building a conference schedule
- Generating letters of recommendation or travel waivers
- Drafting emails and large-scale communications
- Creating unique images for presentations
- Coding, web development and documentation
- Ideation and brainstorming – helping “kickstart” a brainstorming exercise



KEY TAKEAWAYS



10 HOURS OF PLAY

Ethan Mollick of Wharton recommends everyone spends at least 10 hours playing around and testing different ideas, prompts and interactions. Share prompts and ideas with your peers and colleagues.

COPILOT IS YOUR SECURE AI OF CHOICE

Microsoft Copilot offers you a secure tool to share and generate content that will not be used to train the underlying LLMs.

HUMAN IN THE LOOP

While LLM accuracy is improving with each new model, you should always fact check and review AI generated content

CHANGE IS RAPID: STAY TUNED

The first generative AI technology you use will likely be the worst GenAI tool you will **ever** use. This field is advancing fast, and partners are quickly finding useful ways to integrate AI into how you work.




WRAPPING UP



- Recording will be posted to: <https://sloangroups.mit.edu/techcommunity/>
- Did you know? The page above has past recorded sessions including my personal favorite about "Bookings for Me", Microsoft's free self-scheduling calendar tool
- LinkedIn Learning! Awesome free benefit to MIT community
 - Are you a manager? Talk to your staff about LinkedIn Learning for training and development
- Want to discuss a technology training opportunity? Please contact me!

MIT Sloan Staff Training - Past Events

Below you'll find session recordings for past sessions offered to MIT Sloan Faculty and Staff

 <p>SharePoint Online and OneDrive Refresher TechTalk Hosted by Sloan Technology Services 60 Minutes Recorded: December 2022</p>	 <p>Bookings for Me TechTalk Hosted by Sloan Technology Services 45 Minutes Recorded: November 2022</p>	 <p>LastPass ... The Last Password You'll Ever Need.</p> <p>Getting Started with LastPass for Business Sponsored by Sloan Technology Services and delivered by Customer Success Team at LastPass 60 Minutes Recorded: March 2022</p>
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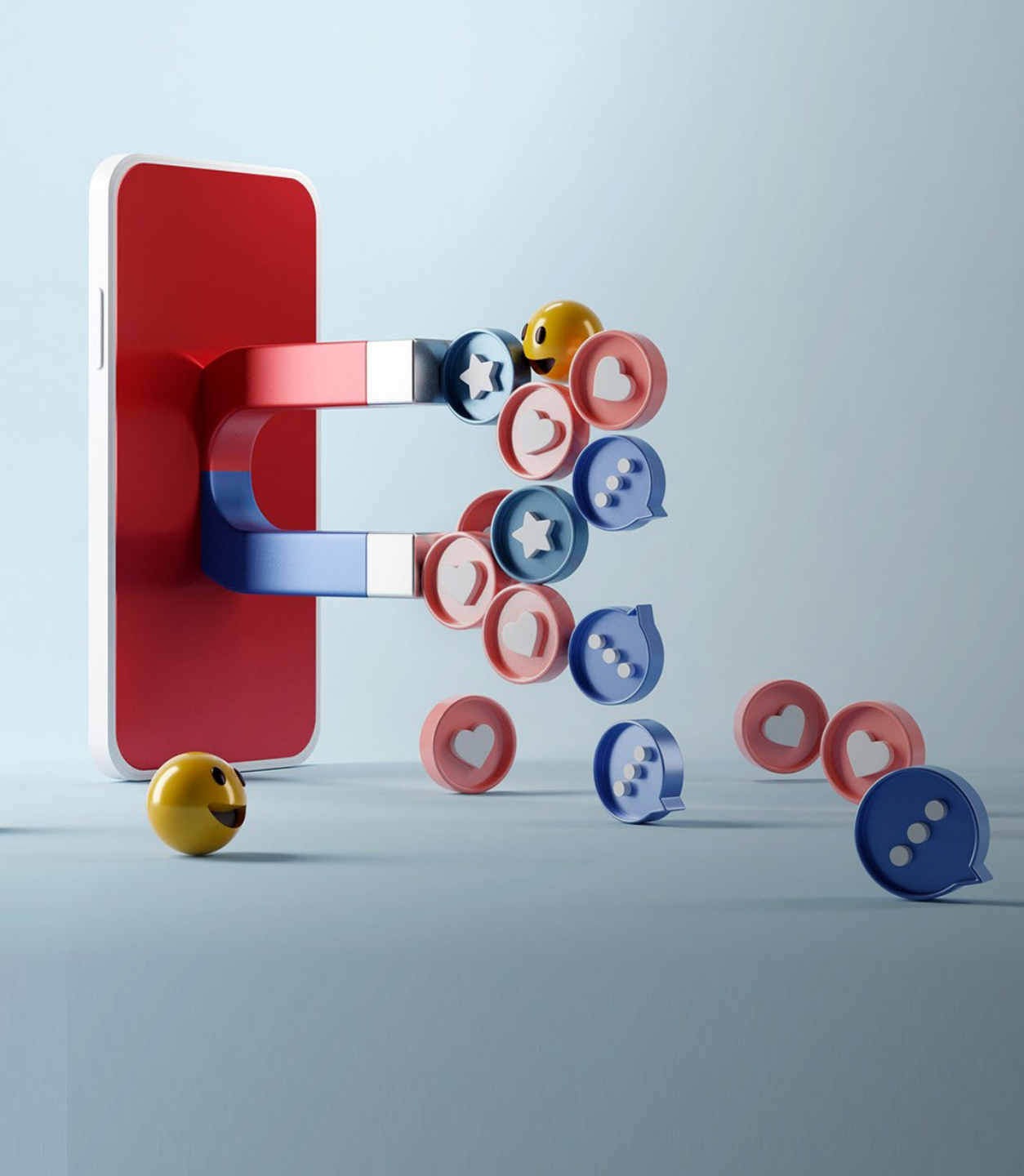
QUESTIONS & DISCUSSIONS

CONTINUE THE DISCUSSION ON
SLACK AT [#SLOAN-STAFF-GENAI](#)

END

Thank you!





APPENDIX



**Get the most out of
Copilot**

When to chat



When your day looks like this...

Try this

You searched and found some great articles, and you want to quickly make sense of them



"Summarize this content..."

You collected ideas from different web pages and you're ready to write them up as an email or report



"Write an email based on these bullet points..."

You can't find stock images that match your presentation, or your document has no images



"Create an image like this...."

You pulled up blog posts and videos to learn something new, but you learn best by asking questions



"Explain this..." Or "How come..."

You've got multiple articles with different perspectives on a topic, so you still can't make a decision



"Compare this option and another option in a table" or "Give me the pros and cons of..."

Let's start with a sample prompt

Looking for more ideas when it comes to creating prompts?

Check out these **sample prompts** on the top of the Copilot page to help you explore deeper!

Use Copilot to help you create and review analyses, write original content, compare strategies, or even plan a business trip.



Write

Help me prepare and write a successful sales pitch



Compare

Compare online and offline marketing strategies



Analyze

Create a SWOT analysis about environmental goals and impact



Learn

How do I set achievable goals at work?



Laugh

What's a good joke to break the ice for my next meeting?



Code

What are the new features in the latest JavaScript release?

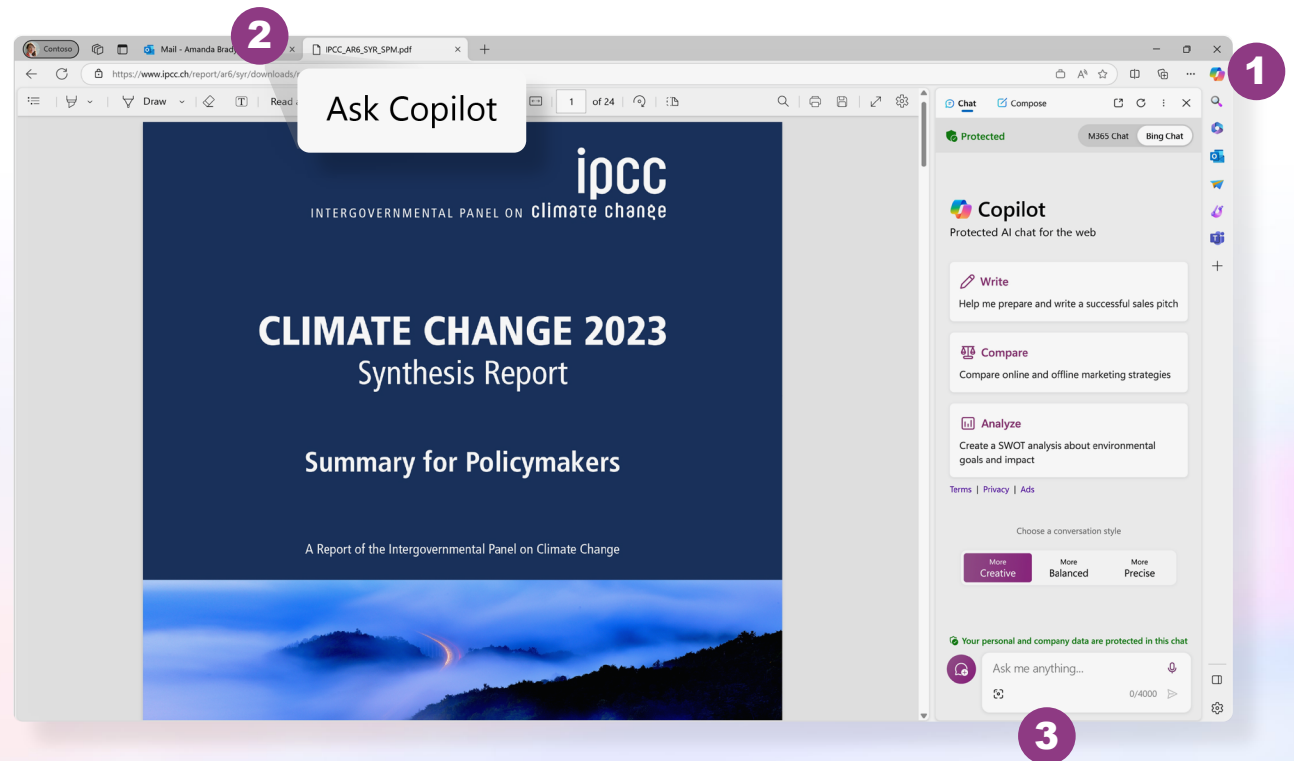
Try summarizing a web page, PDF, or document

Only available in Microsoft Edge

Open a PDF in the Microsoft Edge browser, then:

- 1 At the top right, select the Copilot icon
- OR
- 2 Select the “Ask Copilot” button in the taskbar above the PDF
 - 3 The Edge sidebar will appear on the right. Enter the prompt: *Summarize this report in 3 bullet points*

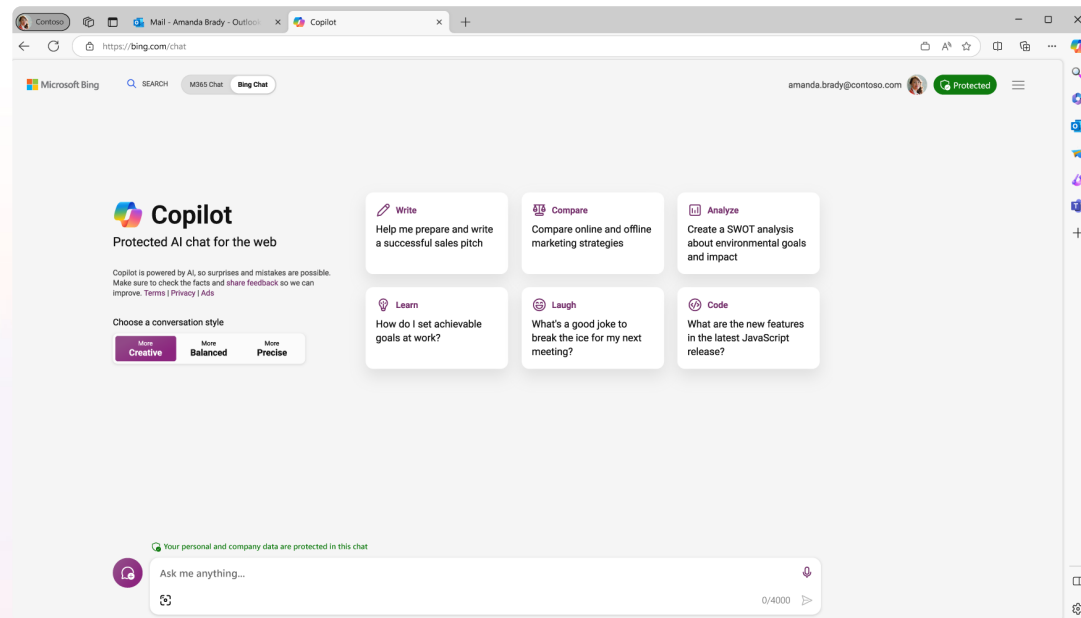
You can ask questions about the open tab—which is much easier than copy and pasting a web page or PDF into the text box!



Note: Select the Copilot icon to open or close the Edge sidebar.

If Edge sidebar doesn't work for you, please see sidebar settings guidance in the “Additional Resources” section of this guide.

Try writing an email based on web content



Copilot can help you get a jumpstart on finding information, analyzing data, and creating new content.

Let's try summarizing some content:

1. Enter this phrase, “*Summarize this content in 3 bullet points:*” into the text box
2. Select any company content that’s at least a few paragraphs long like a blog post, section of a report or document, etc.
3. Copy and paste that content into the text box at the bottom. This is now part of your prompt
4. Next, try creating some content based on Step 1. Enter in the text box, “*Create an email that explains the content I provided as a casual email to a colleague*”

Note: Make sure you are signed in with your work account. Verify that you are in the protected Copilot experience before you start.

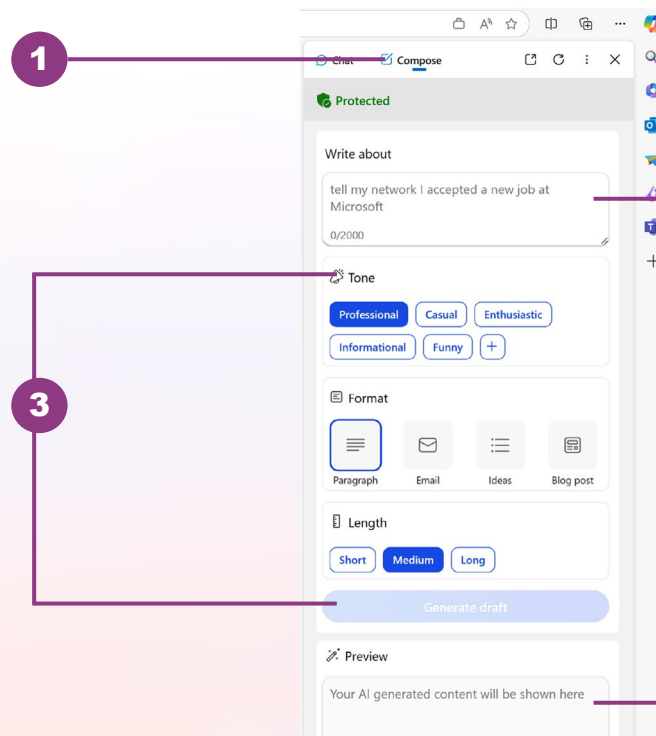
Try the Compose template to create professional and customer-ready content

Only available in Microsoft Edge

Open the Microsoft Edge sidebar by selecting the Bing icon in the top right corner of the browser

Select "**Compose**" at the top of the Edge sidebar

Select the tone of the wording (professional, casual, etc.), format, and preferred length (short, medium, long, etc.)

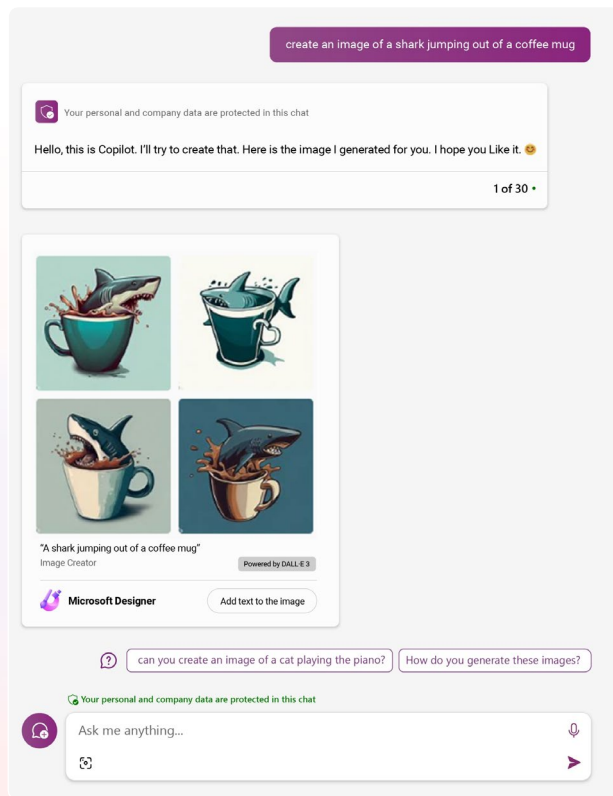


Enter your prompt in the text box.
Example: *Write a cold call email to offer a 15-minute product demo. Explain that the product is faster and cheaper than what they're using now*

Once you see a preview of your answer in the lower box, refine the content with the suggestions provided. When you're ready, Select "**Add to site**" to paste the content into the open web page or document on the left side of browser

Try creating an image from your imagination

Generate original images to use in social media, presentations, reports, and more! To create an image:



"Create an image of a shark jumping out of a coffee mug"

1. In the text box, write **"Create an image"** followed by a description of the image you wish to create

Examples:

Create an image for my slide deck explaining cloud storage that I will present to a customer

Create an image that I can use for my next marketing campaign for a clean beauty brand

2. Request additional edits as desired

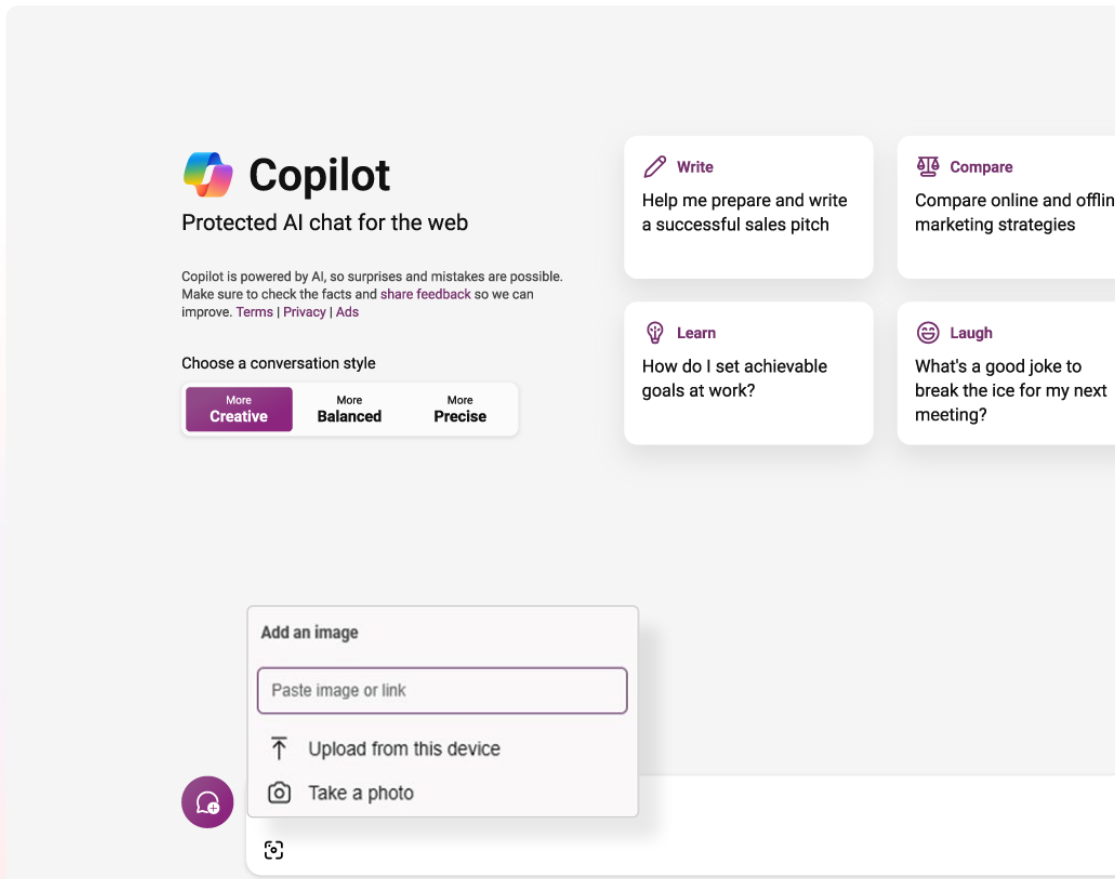
Examples:

Add some icons to the image

Can you create the images in a cartoon style?

Change the dimensions

Try a visual search when words are not enough



With visual search in Copilot, you can take a picture or use a picture in a prompt. Copilot can answer questions using the picture.

Try using visual search to:

- Take a picture of a chart you drew on a whiteboard and ask Copilot to write a few sentences analyzing the data in the chart.
- Take a picture of a travel adapter to see if it'll work in the country you plan to visit.
- Snap an image of a product and ask visual search to find the instruction manual for it.



Additional resources

FAQ

What do you mean by “generative AI?”

Generative AI is AI that can generate new content—like text, images, etc.—on its own. Copilot is a generative tool: you can prompt it with something, and it will generate a response based on its underlying AI models and the web.

Why is commercial data protection important when using generative AI at work?

Company data and intellectual property are crucial to our competitive advantage. The problem with using generative AI without commercial data protection is that prompts or content you generate can be exposed to the public, as part of another answer. That’s where generative AI with commercial data protection comes in: what you put in and get out is not used to train the underlying AI model so company data stays safe.


Can I trust the answers generated when using AI?

Copilot aims to base all its responses on reliable sources, but AI can make mistakes, and third-party content on the internet may not always be accurate or reliable. Copilot will sometimes misrepresent the information it finds. This is why Copilot is transparent and shows the sources of information behind its answers. Always check the sources before making decisions or taking actions based on Copilot’s responses. Copilot does not replace human judgment.

FAQ Continued

How do I know I'm using the “right” Copilot with commercial data protection?

You'll know you're using Copilot with commercial data protection based on various visual signals:

-  Protected will appear next to your profile icon.
- “Your personal and company data are protected in this chat” will appear above the chat box.

Can my company see my chat prompts or responses?

Your prompts and responses are de-identified and not retained when using Copilot. Because of this, your company cannot see them and are not provided with any auditing or logging tools as part of Copilot.

What can the AI see when I use it? My files? My browser history?

Copilot is an AI-powered web chat, meaning its responses are based only on what you input as the prompt and what the AI can pull from the web. It is not able to see or use company or device data when crafting a response. If you use Copilot in the Microsoft Edge sidebar, it can use the context of the webpage you have open, but you can always turn this off. It will not see or use other browser data like browser history.

FAQ Continued

Are there limits for how much I can use the AI?

As with other AI tools, there are limits to how many turns (prompts and responses) you can do per chat conversation and per day. If you reach those limits, you will be notified within the experience.

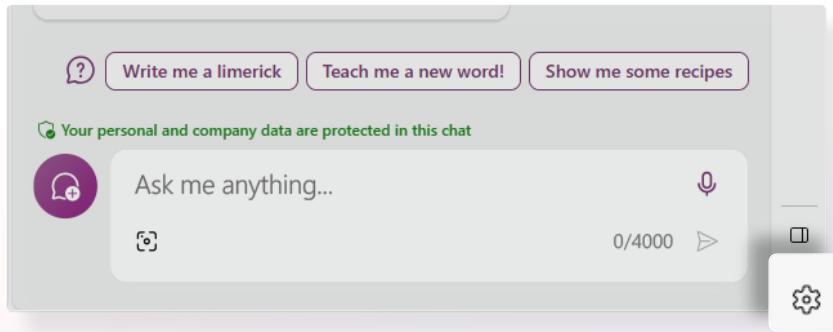
Copilot can read information from the website I'm on when I use it from the Microsoft Edge sidebar. Can I turn this off?

Yes, go to <edge://settings/sidebar> and select "**Copilot**" under **App and notification settings**. From the Copilot settings page, turn off the "**Allow access to any website or PDF**" toggle.

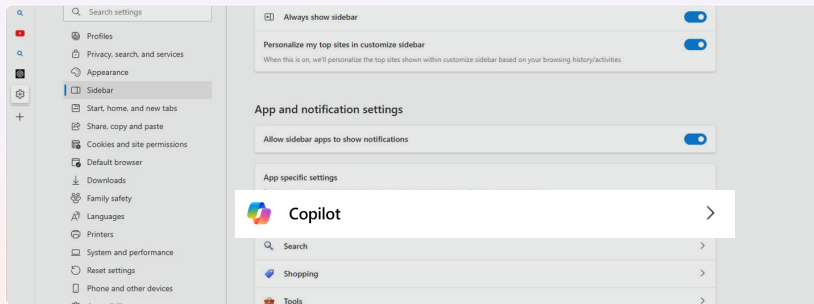
If Edge sidebar cannot “read” an open PDF or webpage, you may need to change your settings

Follow these steps to enable Copilot to “read” the open PDF or webpage

- 1 First, select the gear icon at the bottom right of the Edge sidebar



- 2 Select “Copilot” within the list of apps



- 3 Enable the “Allow access to any webpage or PDF” setting switch (see below)

