



Copilot in Outlook

State of NC





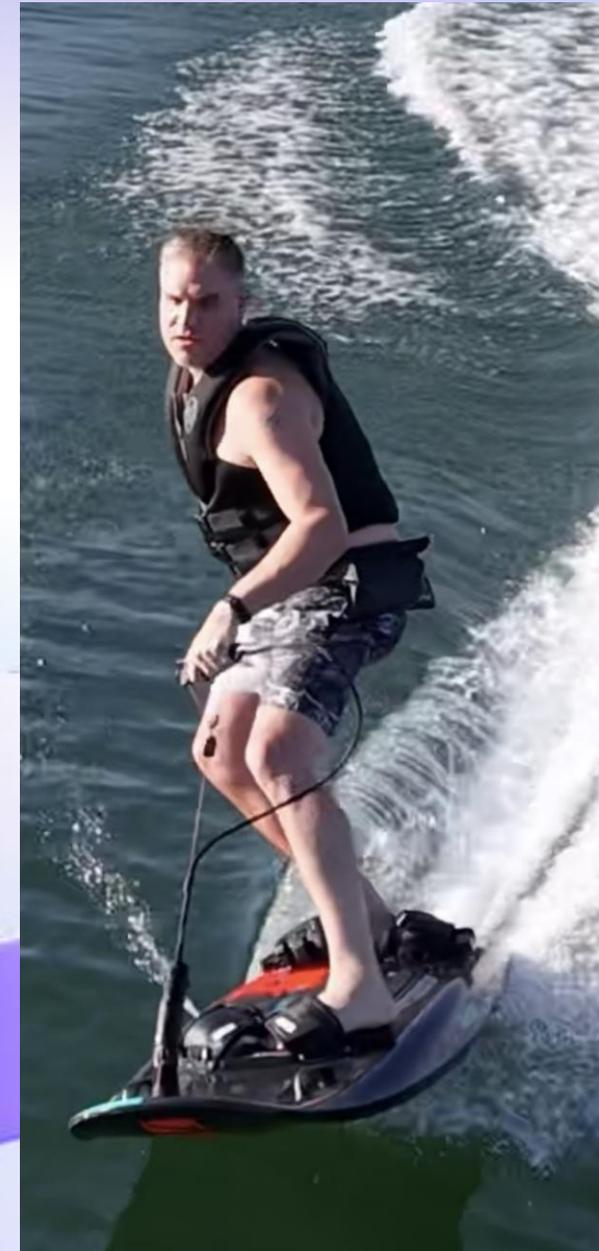
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Topics

- Quick Prompting Recap
- Some Copilot in Outlook Practice
- Demo
- Copilot in Outlook Overview
- Questions

Art of Prompting - Key Elements

WHAT
do I want?



Goal (Objective)

What response do you want from Copilot?
(Desired outcome)

WHY / WHO
do I need it?



Context, Persona & Audience

Why do you need it?
Who is involved?
Act as a <Persona>

WHERE
to look?



Source (Grounding)

Which information sources should Copilot use (ground against)?

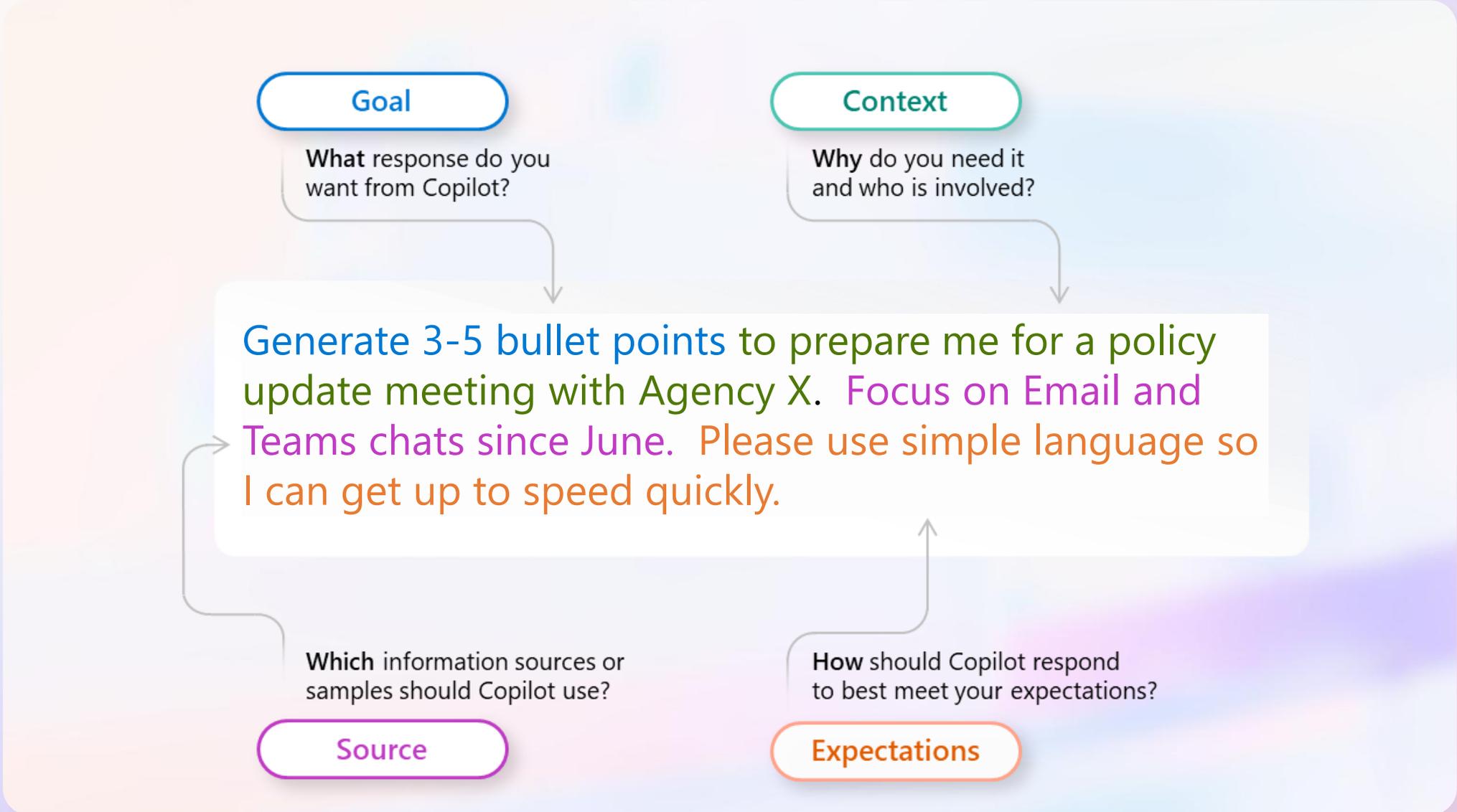
HOW
do I need it?



Expectations

How should Copilot respond to meet your expectations?

Art of Prompting - Key Elements



Summarize teams, email and channel messages from last working day

1. Go to Copilot in Teams or <https://www.microsoft365.com/chat>
2. In chat box write this example prompt below

“Summarize my mails, Teams messages and channel messages from the last workday. List action items in a dedicated column. Suggest follow-ups if possible, in a dedicated column. The table should look like this: Type (Mail/Teams/Channel) | Topic | Summarization | Action item | Follow-up. If I have been directly mentioned, make the font of the topic bold”

3. How did it work? Provide feedback, choose either the thumbs up or down reaction

Create a Copilot usage guide for your role

1. Go to Copilot in Teams or <https://www.microsoft365.com/chat> or if you don't have an M365 Copilot License go to <https://copilot.microsoft.com/>
2. In chat box write this example prompt below

"Create a Microsoft Copilot usage guide tailored to my role as a [insert your job title] at [insert your agency or department]. Include examples of how I can use Copilot in Word, Excel, Outlook, Teams, and PowerPoint to improve productivity, streamline communication, and support public service delivery. Also suggest tips and sample prompts for getting started and best practices for using Copilot responsibly."

3. How did it work? Provide feedback, choose either the thumbs up or down reaction



Demo

- Favorites**
 - Inbox 7767
 - Sent Items
 - Drafts 602
 - Deleted Items 3496
- Josh.Meredith@microsoft.com**
 - Inbox 7767
 - Drafts 602
 - Sent Items
 - Deleted Items 3496
 - Junk Email 32
 - Archive
 - Notes 4
 - MS training Bookin... 68
 - Team notifications 5053
 - Case list 3
 - Jobs 604
 - GRM new activity 366
 - Yammer Updates
 - Ross Automation 1241
 - Conversation History
 - DSCe notifications 835
 - Exchange o365 ES... 453
 - Mixed Reality 699
 - Needs Attention 16706
 - Nudge 576
 - OD4B Support leads 15
 - Outbox
 - RSS Feeds
 - Support Cases

Submit search feedback Your search took 523ms.

All Mail Files Teams People Has attachments Unread To me Mentions me Flagged High importance

- All results**
- Nathaniel, Ashish R**
[External] CIO Copilot session
- Nathaniel, Ashish R; Mann, Karen A; John Brady**
Thank @Mann, Karen A @John Brady lets plan to finalize this by to...
- Nathaniel, Ashish R**
@John Brady I will be there. Let's finalize the agenda tomorrow. @J...
- Nathaniel, Ashish R**
[External] Microsoft office room confirmation for 3/27 Tue 3/11
Thank you John Regards Ash Nathaniel Manager Enterprise ... [Inbox](#)
- Nathaniel, Ashish R**
[External] Re: Copilot Workshop Working Session: NC DIT Mon 3/10
Navin - I have accepted the meeting. Regards Ash Nathanie... [Inbox](#)
- Nathaniel, Ashish R**
[External] Re: NC DIT POD Lead Meetup 2/4/2025
No preview is available. [Inbox](#)
- Nathaniel, Ashish R**
[External] Re: DIT: Teams Phone 10/29/2024
Thanks, Scott, for getting on the call yesterday @Jim Livorn... [Inbox](#)
- Nathaniel, Ashish R**
[External] NC DIT Copilot status 9/24/2024
John: We can cancel this meeting today since the \$'s have n... [Inbox](#)
- Nathaniel, Ashish R**
[External] FW: Microsoft Copilot "Day in the Life" Series 9/23/2024
Thank you @John Brady for this information. Adding @Har... [Inbox](#)
- Nathaniel, Ashish R**
[External] Re: NC DIT Purview discussion 9/13/2024
Michelle: Thank you for the meeting today. I look forward t... [Inbox](#)
- Nathaniel, Ashish R**
[External] Purview sessions 9/4/2024
9/13 works Thanks you Ash Nathaniel Manager Enterprise C... [Inbox](#)

[External] CIO Copilot session

Summary by Copilot

NR Nathaniel, Ashish R <ash.nathaniel@nc.gov>
 To: Mann, Karen A; John Brady
 Cc: Navin Pokhrel; Josh Meredith
 Thu 3/13/2025 8:56 AM

This sender ash.nathaniel@nc.gov is from outside your organization. [Block sender](#)

Thank @Mann, Karen A
@John Brady lets plan to finalize this by tomorrow.

Regards

Ash Nathaniel
 Manager Enterprise Collaborations Services
 N.C. Department of Information Technology
 Office: 919-754-6142
 Cell: 919-935-3729
 Email: ash.nathaniel@nc.gov

From: Mann, Karen A <Karen.Mann@nc.gov>
Sent: Thursday, March 13, 2025 9:55 AM
To: Nathaniel, Ashish R <ash.nathaniel@nc.gov>; John Brady <jobrady@microsoft.com>
Cc: Navin Pokhrel <Navin.Pokhrel@microsoft.com>; Josh Meredith <josh.meredith@microsoft.com>
Subject: RE: [External] CIO Copilot session

Hi all,

I'm going to set up a meeting for us all tomorrow to level-set.

[External] CIO Copilot sessi... Re: [External] CIO ...



What can you do with Copilot in Outlook?

1) Summarize an e-mail Thread with Copilot in Outlook

Use Copilot in Outlook to help you **quickly get caught up on e-mail threads.**

2) Draft new emails or replies with Copilot in Outlook

Use Copilot in Outlook to **kick-start your e-mail creation.**

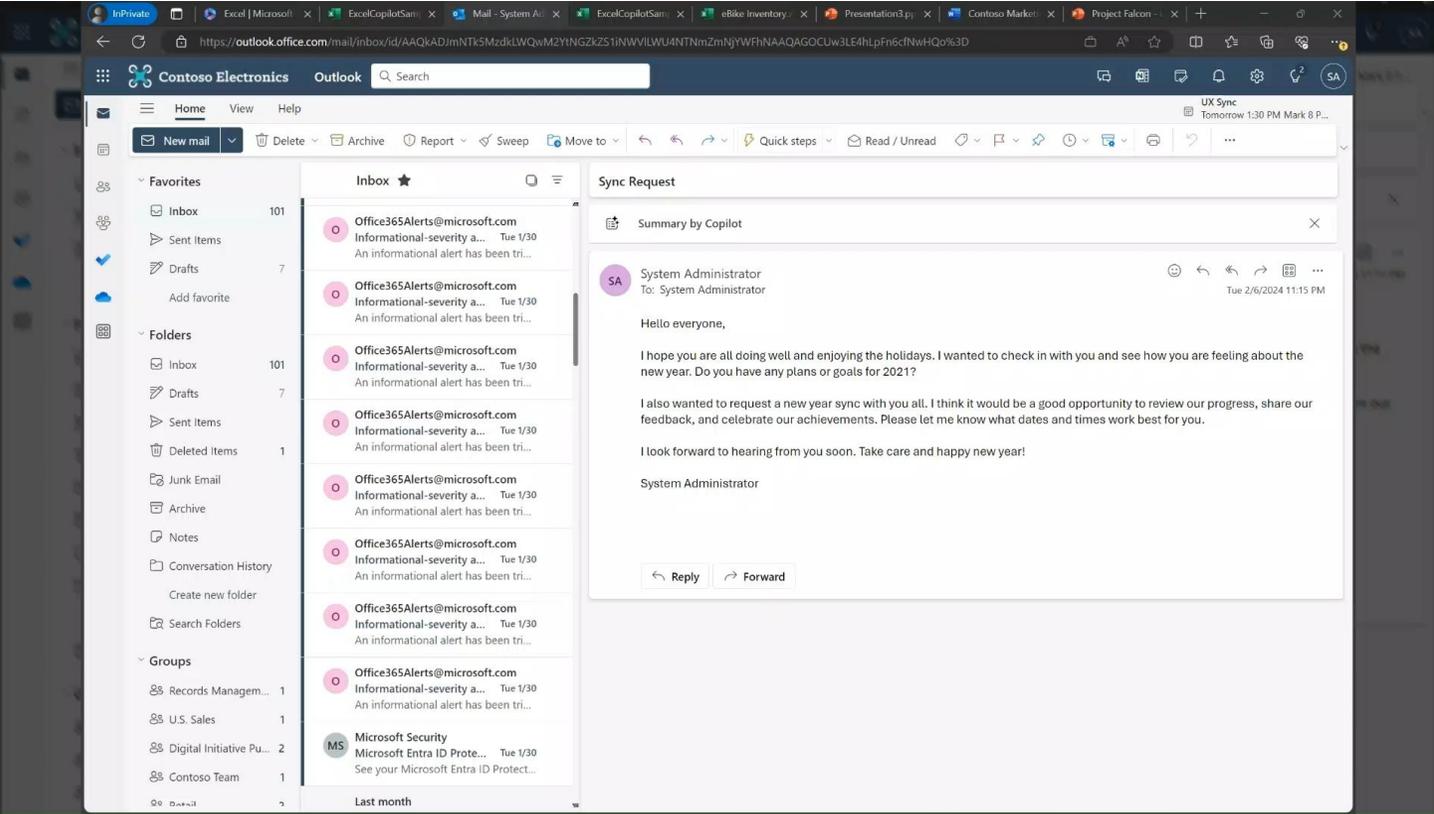
3) Get Coaching on your emails with Copilot in Outlook

Use Copilot in Outlook to **gain insightful suggestions on a draft.**



Summary by Copilot in Outlook

Look for the Select **“Summary by Copilot”** option at the top of your individual email or entire email thread



Summary by Copilot is very helpful on long e-mail threads.

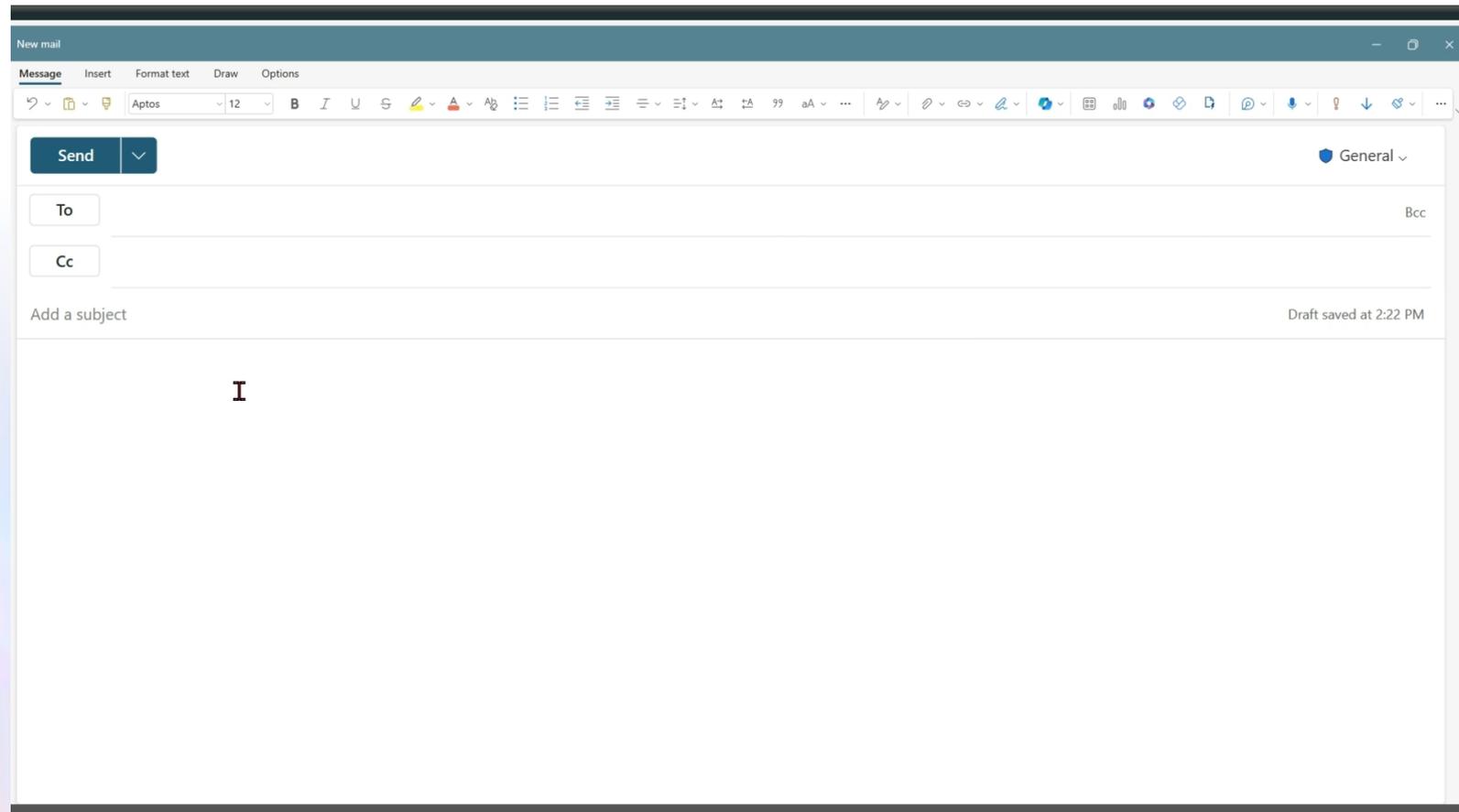
Happy New Years and Sync Request 🛡️ General

Summary by Copilot



Draft with Copilot in Outlook

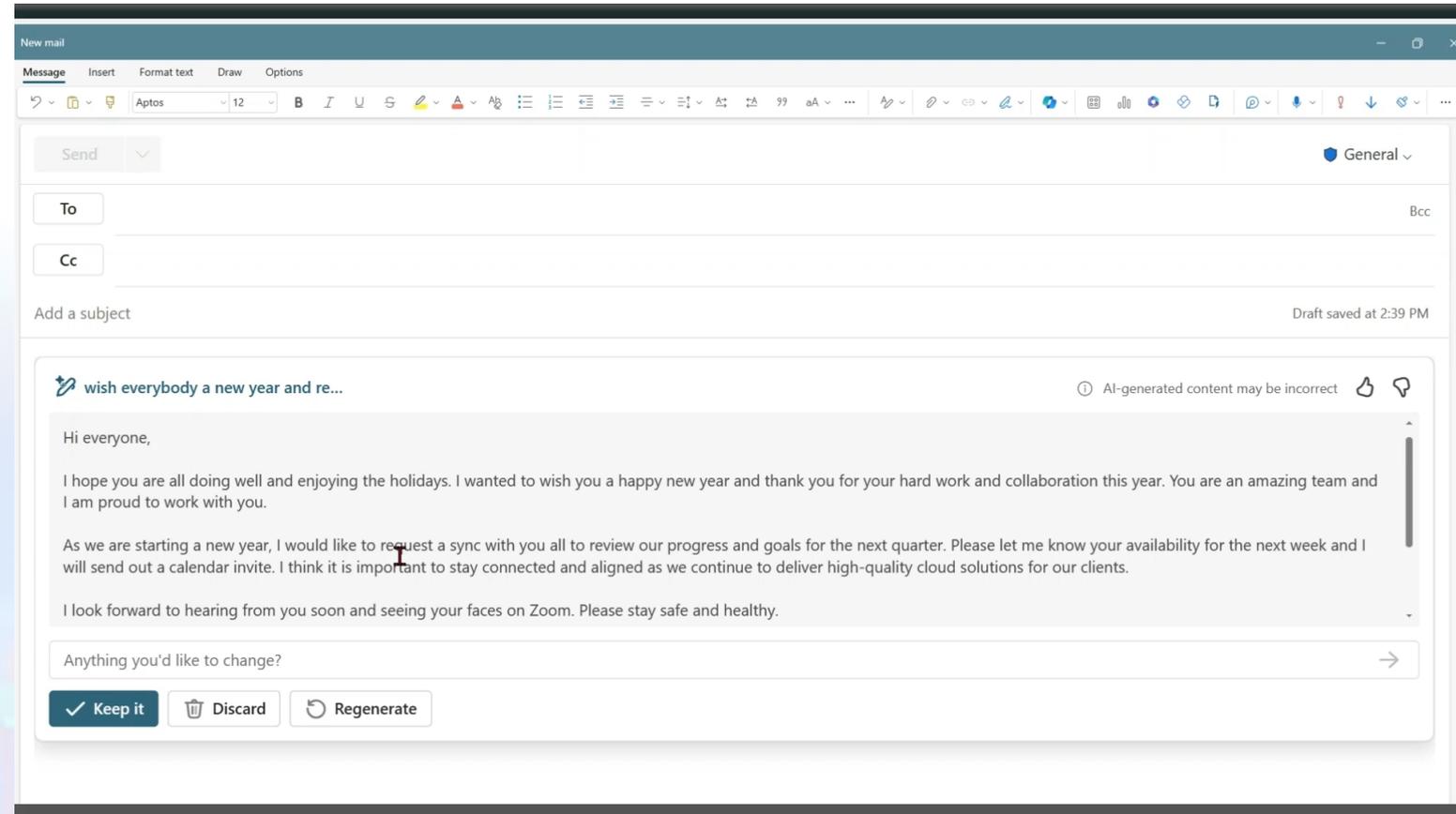
- Open a new Outlook e-mail or reply to an existing Outlook email
-
- Look for the “Draft with Copilot” and type your Prompt:
- Adjust the tone and length.
- Select generate.





Draft with Copilot in Outlook

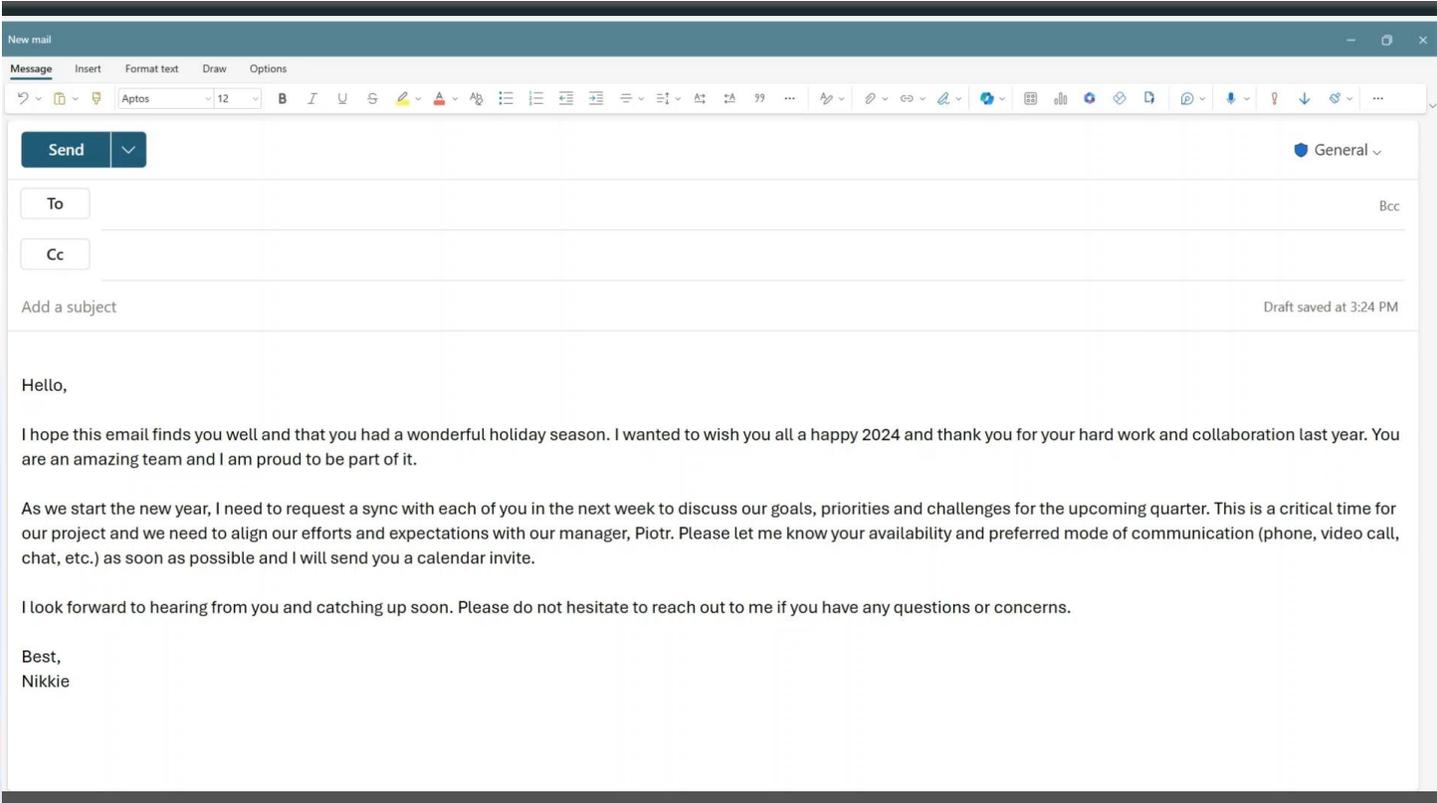
- **Review** Copilot's draft.
- Refine the **Prompt**:
- *Optional*: **Regenerate** the request for a different draft.
- Select **“Keep it.”** to enter the text into your e-mail.



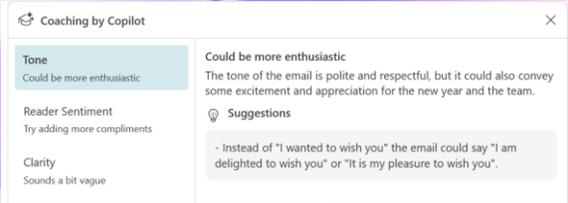
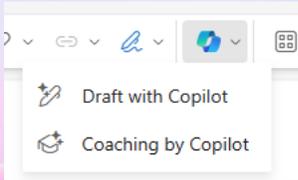


Coaching by Copilot in Outlook

- Look for the **“Coaching by Copilot”** option on an email message that could use some further refinement.
- **Review suggestions** from Copilot to improve tone, sentiment, clarity, etc.



Note: Make sure to send yourself the e-mail!



Practice : Email Summaries and Questions in Copilot Chat

1. Go to Copilot in Teams or <https://www.microsoft365.com/chat>
2. In chat box write this example prompt below

"Give me a summary of emails I have received on <this topic>"

"Tell me about recent emails I have received from <this person>"
3. How did it work? Provide feedback, choose either the thumbs up or down reaction

Practice : From Copilot Chat to Outlook

1. Go to Copilot in Teams, Outlook or <https://www.microsoft365.com/chat>
2. Enter the following prompt:

“Help me write an email to <someone> about <a topic>”
3. Go to Outlook or <https://outlook.office365.com/>
4. Paste the email template from the previous Copilot Chat into the body of the email
5. Locate the options to auto rewrite or get coaching when you highlight a particulate section of text.

How did it work? Provide feedback, choose either the thumbs up or down reaction

Practice : Draft with Copilot

1. Go to Outlook on your computer or <https://outlook.office365.com/>
2. Locate an email or an email thread
3. Select Reply or Reply All
4. Locate Draft with Copilot

Help me come up with a response to this email. Acknowledge the email and the ideas everyone brought up. Keep it short and sweet.

5. Type an additional clarification and select the Submit icon
6. Then explore some of the other options, including Retry, Make it Shorter, Make it Longer, Change Tone. Select Keep it when you are done.

How did it work? Provide feedback, choose either the thumbs up or down reaction

Practice : Coaching with Copilot

1. Go to Outlook on your computer or <https://outlook.office365.com/>
2. Locate an email or an email thread where you have a draft email response
3. Select Coaching from the Copilot menu
4. Evaluate the tone, reader sentiment, and clarity recommendations
5. Look at the **Regenerate** option and if available, the **Apply all suggestions** option.

How did it work? Provide feedback, choose either the thumbs up or down reaction

Practice : Copilot in Outlook Mobile

1. Go to Outlook on your mobile device
2. Open an email or an email thread
3. Locate the Copilot button at the top of the app

Select the Copilot button to generate a summary of the email thread

How did it work? Provide feedback, choose either the thumbs up or down reaction



Find more Email prompts to try in [Copilot Lab](#)

Draft an email

Write an email to [invite parents to the PTSA bake sale]



Draft an email

Write an email congratulating my team on the end of the fiscal year.



Reply to an email

Draft a reply to [Rachel asking her if she can update the 3rd quarter sales numbers and congratulating her on the grea...]



Announce product launch

Compose an email to our internal team announcing the upcoming product launch



Follow up on a webinar

Compose a follow-up email for the attendees of our webinar. Include an invitation to attend the next session in September.



New project announcement template

Create an email template for new project initiative announcements



Downtime explanation email

Write an email to my coworkers explaining the reasons for the downtime of a line



Weekly highlights & lowlights

Write an email to my coworkers with [last week's highlights and lowlights].



Address operational issues

Write follow up email to address operational issues identified



Follow up on corrective action

Write an email to follow up with a department X on when the corrective action will be...



Draft an impact memo

Draft a memo to the team highlighting the impact of recent environmental regulations on our operations



Send congratulations

Write an email congratulating my team on the successful completion of a great sales quarter in this fiscal year



Questions