A black and white logo

AI-generated content may be incorrect.

Copilot for Outlook  
Prompt Pack

The Final Step | Version 1.0

How to use this pack

Copy and paste these prompts into Draft with Copilot in Outlook (web or the new Outlook for Windows). Adjust tone and length using the built-in options, then edit for accuracy before sending. For long threads, open the latest message and use **Summarise** first—then refine with a follow-up prompt.  
  
Tip: When the prompt mentions {placeholders}, replace them with your own details.  
  
Limitations to keep in mind: Copilot can draft emails and summaries, but it will not send or schedule emails for you, and cannot flag emails or add items to your To-Do list. Some features appear slightly differently in Outlook on the web vs the desktop app.

What’s inside

1. Inbox triage & summaries

2. Drafting & tone control

3. Follow-ups & chasers

4. Actions, decisions & deadlines

5. Project updates & status emails

6. Customer comms

7. Role-based prompts (Exec / Sales / Service Desk)

8. Troubleshooting prompts

9. One-page cheat sheet

1. Inbox triage & summaries

• Summarise this conversation. List decisions made, open questions, and who owes what by when. Include links to relevant messages.

• Give me a three-bullet recap of this email thread for my morning stand‑up. Use action verbs and include owners.

• What changed since my last reply in this thread? List only new information and any new asks for me.

• Extract dates and deadlines from this conversation and present them as a mini-timeline.

• Summarise this newsletter into five key takeaways and suggest one action relevant to {client/team/project}.

2. Drafting & tone control

• Draft a concise reply that acknowledges receipt and promises a detailed update by {day/time}. Tone: professional, Length: short.

• Write a clear reply that answers each of the numbered questions. Use the same numbering and keep answers under 3 lines each.

• Draft a polite but firm chaser requesting an update on {topic}. Be specific about the information needed and propose two time options for a call. Tone: direct, Length: medium.

• Compose a warm thank‑you note to {name} summarising the outcome and next steps we agreed in this thread. Tone: friendly, Length: short.

• Draft an intro email connecting {person A} and {person B}. Explain why they should talk and suggest next steps. Tone: neutral, Length: short.

3. Follow-ups & chasers

• Create a follow‑up email reminding {recipient} of the outstanding items we listed on {date}. Include the original list, confirm owners and request revised dates.

• Draft a friendly nudge to confirm whether {proposal/quote} has been received and if any further information is needed from us.

• Write a status check‑in for {supplier/distributor} asking for an ETA on {item/task}. Include our last agreed date and the impact if it slips.

• Generate a reply that declines politely and offers an alternative approach that still meets {their objective}.

• Draft a “closing the loop” email confirming that the issue in this thread is resolved and outlining what we changed to prevent recurrence.

4. Actions, decisions & deadlines

• From this thread, extract all actions into a table with columns: Action, Owner, Due date, Status. If unknown, suggest a reasonable due date.

• List the decisions taken in this conversation with the decision date and the rationale provided.

• Turn the key points in this email into a checklist I can paste into our ticket {ID} update.

• Summarise risks or blockers mentioned here and propose next steps for each.

• Identify anything assigned to me in the last 24 hours and draft a single reply confirming receipt and expected completion dates.

5. Project updates & status emails

• Draft a weekly update for {project} using the last 7 days of emails in this thread. Structure as: Done, Doing, Next, Risks.

• Create a client‑friendly progress update summarising outcomes, next milestones and any decisions required this week.

• Draft a kickoff confirmation email recapping scope, owners and dates discussed here. Keep it to 6–8 bullets.

• Write a post‑meeting recap from this thread covering decisions, actions and dates. Tone: professional, Length: medium.

• Prepare a short agenda for the follow‑up meeting based on open items in this conversation.

6. Customer communications

• Draft a clear, empathetic response to a customer complaint in this email. Acknowledge the issue, state what we’re doing, and set an expectation for the next update.

• Create a proactive update to the customer summarising progress since our last note and what’s planned before {date}.

• Write an email confirming a maintenance window for {service}. Include start/end times, impact, and a rollback contact.

• Draft a renewal reminder email for {product/service} summarising value delivered and proposing next steps.

• Create a concise message confirming receipt of {files/logs} and outlining how we will analyse and respond.

7. Role-based prompts

**For Executives**

• Give me a two-paragraph summary of this thread suitable for a board update. Lead with outcomes and decisions required.

• Draft a note to the client’s CEO acknowledging their concern and confirming our next steps. Tone: formal, Length: short.

**For Sales & Account Managers**

• Draft a QBR invitation email summarising value delivered and 3 discussion topics. Tone: professional, Length: short.

• From this thread, identify upsell or cross‑sell cues and draft a polite segue paragraph to explore them.

**For Service Desk Leads**

• Create a concise customer update for ticket {ID} with problem, actions taken, and ETA in plain English.

• Draft an internal handover note for the next shift, pulling key details and next steps from this thread.

8. Troubleshooting prompts

• I don’t see Draft with Copilot—list the checks I should perform in Outlook web and the new Outlook for Windows, step by step.

• Why is Copilot replying in US English? Explain how to ensure UK English in my responses and how to override language in a prompt.

• This summary missed key points—give me a follow‑up prompt to ask for more detail on {topic}.

• Suggest a prompt to transform this long email into a short bulleted checklist with owners.

9. Quick cheat sheet

• Use action‑oriented prompts: “Summarise with decisions, open questions, owners, due dates.”

• Set Tone and Length: Casual/Professional/Direct; Short/Medium/Long.

• Chain prompts: Summarise → Ask for specifics → Draft reply.

• Manually verify sensitive facts before sending.

• Remember: Copilot won’t send/schedule emails or flag/To‑Do items—do those manually.