



Microsoft Copilot AI Cheat Sheet

Key AI prompts every SME
should know



Appetite

Key AI prompts every SME should know

1 Operations & Productivity

- Summarise the last 3 months of customer support tickets and identify the top 5 recurring issues
- Create a weekly task planner for my team based on our current project milestones and deadlines.

2 Marketing & Growth

- Generate 5 high-converting email subject lines for a re-engagement campaign targeting inactive customers.
- Analyse this customer review data and extract key sentiment trends and product feedback.

3 Finance & Strategy

- Draft a simple 12-month cash flow forecast based on these revenue and expense estimates.
- Compare the pros and cons of switching from a sole trader to a limited company in the UK.

4 Innovation & Competitive Edge

- List 10 low-cost marketing tactics used by fast-growing startups in [industry].
- What are 5 emerging trends in [industry] that SMEs should prepare for in the next 2 years?

5 Customer & Team Engagement

- Write a short, friendly onboarding email for new customers that includes a welcome offer and support contact.
- Create a fun, team-building activity idea for a hybrid team with both remote and in-office staff



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Want access to smarter prompting that works right inside Word, Excel, Outlook, and Teams?

With Microsoft 365 Copilot, you can turn everyday tasks into powerful productivity wins — all without leaving your favourite Microsoft apps.

e.g. 📊 In Excel:

“Summarise last quarter’s sales by region and highlight any anomalies.”

📝 In Word:

“Draft a one-page business proposal for a new product launch.”

✉️ In Outlook:

“Write a follow-up email to a client who hasn’t responded in 7 days.”

🧠 In Teams:

“Summarise key action points from today’s meeting and assign tasks.”

Why it matters:

Save hours on admin and reporting, Make faster, data-driven decisions
Communicate clearly and consistently, Stay focused on growing your business

👉 Ready to unlock AI in your daily workflow?

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