Guidelines for Effective Prompting with Exalate AI Assist

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To help you get the best results from Exalate's AI Assist feature, here are four key guidelines to keep in mind when crafting your prompts. These tips ensure that the AI can generate accurate and useful integration rules for your projects.

Clearly Define the Desired Outcome

When using AI Assist, your prompt should clearly describe the desired behavior or rule for the integration. The most effective prompts outline integration logic concisely. Avoid being vague or use open-ended instructions, For instance:

Clear prompt: "Map all remote projects to a local project named 'Support'."

This provides a straightforward objective that the AI can understand and execute.

Note, at the moment, the AI Assist has been specifically designed to transform integration rules into scripting. Questions of a different nature will remain unresponded. To know anything specific related to Exalate, its features, and functionalities, ask Aida.

Be Specific with Information and Give As Much Details as Possible

While AI Assist has access to some basic context (like the platforms involved and whether the script is incoming or outgoing), it still relies on you to provide specific and accurate details. For example, rather than saying "set the state of an issue into progress", specify "Set the JIra issue status 'In Progress' to 'Working' in ServiceNow" ". The clearer your details, the better the AI can assist.

Use Consistent Terminology

The AI Assist leverages a set of predefined integration rules to guide its output, so it's important to use consistent terminology. Stick to terms like "**remote**" and "**local**" when referring to ticketing systems rather than using synonyms like "sending" and "receiving." This consistency improves the AI's ability to match your request with its existing knowledge.

Refine Your Prompts Iteratively

One of the strengths of AI Assist is that you can refine the output as needed. If the initial suggestion is not exactly what you want, you can modify the prompt to add details or adjust the approach. For example, you might refine the task by saying, "Apply this rule only on the first sync," or request structural changes, such as "use a mapping table instead of an if-else construct."

By following these guidelines, you'll maximize the efficiency and accuracy of Exalate AI Assist, ensuring your integration rules are tailored to your needs.

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