Solution

# Coaching by Copilot - Writer Better Emails

Coaching by Copilot is an AI coaching assistant that can help us write better emails. Our Copilot coach can scan our email and check for tone, sentiment, clarity and suggest improvements.

For example, the email I am sending back to our customer sounds aggressive and defensive but we're not sure how to word it.

* From the **Message** tab, click the **Copilot** icon.
* Click **Coaching by Copilot**.

Copilot will check for message tone, reader sentiment and clarity. It can determine if the tone is too aggressive, too casual, too defensive and make suggestions for improvements.

Next the coach checks for reader sentiment. Have we been empathetic? Are we seeing things from the customer’s perspective?

Finally, the coach will check for clarity. Have we been clear and stated the rules that govern our decisions?

We can use any of the suggestions and regenerate the draft.