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GENERATIVE AI

A COMPARATIVE ANALYSIS OF CONTENT GENERATED BY AI PROMPTS

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Executive summary

Generative artificial intelligence is a transformative technology that creates new, original content. This technology presents the opportunity for technical communicators to utilize new tools to complete routine tasks so they can focus on more complex work, improving workflows. Therefore, it is important for technical communicators to understand the capabilities and limitations of these tools.

I evaluated the outputs of three AI tools, Gemini, Cohere, and Claude, based on accuracy and correctness, clarity and coherence, adherence to technical communication principles, and similarities and differences. While all three tools generated standard technical content, Claude consistently outperforms the others in terms of user-friendliness, detail, and visual engagement.

Claude's output is efficient, balanced, well-structured, and tailored for the user. This makes it the most effective of this group of tools.

INTRODUCTION

Generative artificial intelligence, or generative AI, is a technology that uses advanced algorithms to create new, original content, including text, images, video, audio, and even music. Computers are trained for generative AI using unstructured data from internet sources, and this network of information is used to respond to prompts and generate predicted output.

Technical communicators can use generative AI for many of their tasks. However, it has limitations that users must consider. The more we use generative AI, the more intelligent it will become and enhance technical communication. It is currently adequate for mundane writing tasks, which frees technical writers to use their skills more flexibly. If generative AI continues its current development trajectory, it will be incorporated into more workflows and business models.

Therefore, technical communicators must grasp the reasoning behind generative AI and its uses. This understanding is a matter of using the technology appropriately and contributing to its development. To better understand their applications, I analyzed the output of three



different generative AI tools for accuracy, clarity, adherence to technical writing principles, formatting, and notable similarities and differences.



METHOD

I chose three different generative AI tools to produce content for my analysis:

Gemini

A free generative AI tool from Google that's built into Gmail, Google Search, and other Google services.

Cohere

A free generative AI tool created by Cohere focused on business use in chatbots, search engines, copywriting, and other AI-driven products.

Claude

A free generative AI by Anthropic to compete with ChatGPT. Its core view is "helpful, honest, and harmless."

Then, I created five prompts related to different types of technical writing to use in each generative AI tool to generate content.

1. User manual

Write a user manual for a new coffee grinder, explaining how to set it up, grind coffee, and clean it after use. Include clear step-by-step instructions and safety warnings.

2. FAQ

Create a Frequently Asked Questions (FAQ) page for a retail company's customer support website. Focus on basic questions like "How do I track my order?" or "What is the return policy?"

3. API Documentation

Create API documentation for a weather data service, like Open Weather, that allows developers to retrieve real-time weather updates based on location. Include an overview of the API's functionality, endpoint descriptions, request/response formats, and sample code snippets.

4. Quick start guide

Create a quick start guide for installing and setting up a fitness tracking app on a smartphone. Include instructions for downloading the app, setting up an account, and connecting a wearable device.

5. Help content

Write a help article explaining how to reset a forgotten password on an online banking website. Include screenshots or descriptions of buttons to click and fields to fill out.

I entered each prompt into the three generative AI tools to create a response. All prompt-generated content and analysis is in [Appendices A-E](#) at the end of this document.

I compared the responses generated by Gemini, Cohere, and Claude by assessing accuracy, factual correctness, clarity, coherence, adherence to technical writing principles, and similarities and differences.

- **Accuracy and factual correctness**

I used Grammarly to check for grammatical errors and compared the content to at least two reliable sources via Google search to ensure factual correctness.

- **Clarity and coherence**

I assessed clarity by identifying and eliminating jargon, slang, modifiers, and filler words. I also checked for an organized structure that is easy to follow.

- **Adherence to technical writing principles**

After evaluating clarity and coherence, I checked for adherence to technical writing principles, including organization, audience awareness, visual cues, and voice.

- **Similarities and differences**

I compared the three AI-generated responses by examining how each tool handled the elements of accuracy, clarity, coherence, and adherence to technical writing principles. This involved assessing the structure, tone, level of detail, and content organization



across all three outputs. I looked for patterns in how information was presented and noted recurring similarities, such as shared strengths in clarity or common issues like overuse of modifiers. I also highlighted distinct differences in their approaches to technical writing, including formatting, content depth, and technical terminology variations.

ANALYSIS AND DISCUSSION

Analysis

PROMPT 1

USER MANUAL

WRITE A USER MANUAL FOR A NEW COFFEE GRINDER, EXPLAINING HOW TO SET IT UP, GRIND COFFEE, AND CLEAN IT AFTER USE. INCLUDE CLEAR STEP-BY-STEP INSTRUCTIONS AND SAFETY WARNINGS.

Gemini content

Accuracy and correctness

Gemini's content is a correct version of setting up, operating, and cleaning a new coffee grinder. However, it does lack details about the grinder settings and brewing methods.

Clarity and coherence

The instructions are short, actionable sentences, like "Inspect the grinder for any damage during shipping," with a logical flow and simple language. This type of active voice command is easy to understand and follow.

Technical writing principles

The user manual follows the technical writing principles of organization, audience awareness, and appropriate voice. It is well-organized with headings and numbered steps, easy for new users to understand, and uses active voice. However, it lacks visual cues, icons, to make information more appealing to users.

Cohere content

Accuracy and correctness

Cohere's user manual is the correct version of setting up and operating a new coffee grinder. However, the instructions, "use a grinder cleaning tablet or a mixture of equal parts water and vinegar," are not recommended by most manufacturers.

Clarity and coherence

The instructions are short, simple sentences with consistent language and formatting. The logical flow of information makes it easy for users to follow.

Technical writing principles

Cohere created a user manual that follows technical writing principles. It uses headings and



numbered steps, so users can easily follow this organized format. It is written for users with little technical knowledge and explains terms like “fine,” “medium,” and “coarse.” The voice and tone are instructional and supportive, with an active voice directing each step. There is a lack of visual interest that might give it more appeal to the audience.

Claude content

Accuracy and correctness

Claude produced a correct version of setting up and operating a new coffee grinder. However, the instructions, “use a grinder cleaning tablet or a mixture of equal parts water and vinegar,” are not recommended by most manufacturers.

Clarity and coherence

This manual has concise, straightforward language. It has a logical flow through its steps and simple language that most users can understand.

Technical writing principles

Claude’s manual is well-structured, with headings and numbered steps. It has a table of contents that makes it user-friendly. It is written so it is accessible for non-expert coffee grinder users. The bold headings and icons are visually appealing.

Similarities and differences between Gemini, Cohere, and Claude content

All three AI tools created content with logical flow, headings, and numbered steps. It was created with coffee grinder users in mind, although all three manuals lack some explanation of specific actions, like choosing grinder settings. They also lack visual appeal. However, they are all written in active voice, which helps users understand the instructions.

Significant differences between the passages are in organization, voice, and level of detail. The passages by Gemini and Cohere don’t include an introduction. The Gemini passage has the least personality in its voice, with Cohere and Claude creating more approachable content (“Happy grinding!”).

PROMPT 2	FAQ CREATE A FREQUENTLY ASKED QUESTIONS (FAQ) PAGE FOR A RETAIL COMPANY'S CUSTOMER SUPPORT WEBSITE. FOCUS ON BASIC QUESTIONS LIKE "HOW DO I TRACK MY ORDER?" OR "HAT IS THE RETURN POLICY?"
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Gemini content



Accuracy and correctness

Gemini's content is accurate but needs more details. Phrases like "may be able to modify or cancel your order" and "shipping times vary" need further clarification to be more accurate. There is placeholder text that should be replaced with correct information.

Clarity and coherence

The FAQ information has actionable steps and simple language. It has a logical structure and grouping.

Technical writing principles

The information is in a standard FAQ structure with labeled sections. It is written so users easily understand and uses "you" and "your" to connect with and reassure the user. The tone and voice are professional and neutral, which is appropriate for a FAQ.

Cohere content

Accuracy and correctness

Cohere's FAQ is accurate but needs more details. Phrases like "each order will have a unique tracking number" are vague and need further clarification to be more accurate. There is placeholder text that should be replaced with correct information.

Clarity and coherence

The content has simple, direct language, logical structure, and consistent formatting.

Technical writing principles

The organization includes sections to answer each FAQ. However, there are few visual cues like bolding and bullet points that make the information easier to access. The voice is polite and professional, but there is some passive voice ("there might be a window of opportunity").

Claude content

Accuracy and correctness

Claude's FAQ does not contain placeholders, but it needs more clarification on company policy ("respond to all inquiries within 24 hours"). The answers about payment methods include accurate info, like "industry-standard encryption technology."

Clarity and coherence

The FAQ has simple, direct language and avoids using jargon that might be hard to understand by users. It has consistent formatting and logical structure.

Technical writing principles

The organization has logical flow, using headings and subheadings. It is written for a general audience and reassures them by using “you” and “your.” The voice is professional, helpful, and slightly formal (“please refer to our website’s terms and conditions”).

Similarities and differences between Gemini, Cohere, and Claude content

All three FAQs have a standard structure with labeled sections. They are written for a general audience and use “you” and “your” to connect them to the content. The voice for all FAQs is professional and neutral, which is appropriate for the audience.

A notable difference between the three FAQs is that the Claude version includes an introduction and more detailed content. Gemini’s content contains placeholder text that needs to be updated, and it has organized its information into broader categories. The Cohere version has no introduction. Finally, the Claude version is friendlier and more conversational (“Happy shopping!”).

PROMPT 3	API DOCUMENTATION CREATE API DOCUMENTATION FOR A WEATHER DATA SERVICE, LIKE OPEN WEATHER, THAT ALLOWS DEVELOPERS TO RETRIEVE REAL-TIME WEATHER UPDATES BASED ON LOCATION. INCLUDE AN OVERVIEW OF THE API’S FUNCTIONALITY, ENDPOINT DESCRIPTIONS, REQUEST/RESPONSE FORMATS, AND SAMPLE CODE SNIPPETS.
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Gemini content

Accuracy and correctness

Gemini’s content is clear and descriptive. However, the URL provided is not valid.

Clarity and coherence

The documentation contains phrases like “detailed weather information needs further explanation,” which can be confusing. It also needs more complete examples for users.

Technical writing principles

The documentation is well organized, with bullet lists and consistent formatting. It is good content for experienced developers but could be more beginner friendly. The formatted code blocks are good visuals, but a table could better explain JSON responses. The voice is professional and instructional, which is appropriate for developers.



Cohere content

Accuracy and correctness

Cohere's content clearly uses standard API language. However, the URLs cited are inconsistent and not valid.

Clarity and coherence

The documentation is clear and to the point, information is broken down into parts, however it needs more detail in some areas.

Technical writing principles

This documentation is well-structured and includes sample code. It is good for experienced developers but could be more beginner-friendly. The code boxes stand out from the rest of the text. However, a table would better explain the parameters. The voice is professional and instructional, which is appropriate for developers. Some phrases, like "refer to the API's error documentation for detailed error codes and messages," could be enhanced by providing context or a link

Claude content

Accuracy and correctness

Claude's API documentation accurately presents weather data API's structure, endpoints, and functions. There is a minor formatting issue with the "copy" label.

Clarity and coherence

The documentation is clear and direct. The structure is logical and easy to follow.

Technical writing principles

The information is designed for experienced developers and assumes a certain level of expertise by the user. It contains tables, headings, and subheadings that are organized and accessible. The voice is precise and factual, which is appropriate for developers.

Similarities and differences between Gemini, Cohere, and Claude content

The three versions are all standard structures for API documentation and have clear headings. They are all written for developers and contain code blocks and parameter tables/lists. The voice is professional and instructional, which assumes a certain level of user expertise.

The differences between the three versions are primarily organizational. Gemini and Cohere use bullet lists for parameters, while Claude uses a table. They contain sections that

need more definition. The Cohere version includes Java script examples, while the two other versions do not. Finally, the Claude version does the best job of writing for a broad audience.

PROMPT 4	QUICK START GUIDE CREATE A QUICK START GUIDE FOR INSTALLING AND SETTING UP A FITNESS TRACKING APP ON A SMARTPHONE. INCLUDE INSTRUCTIONS FOR DOWNLOADING THE APP, SETTING UP AN ACCOUNT, AND CONNECTING A WEARABLE DEVICE.
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Gemini content

Accuracy and correctness

Gemini’s quick start guide contains accurate steps for installing and setting up a fitness tracking app on a smartphone. However, it does not specify the device or app, which makes it too broad.

Clarity and coherence

The guide language is concise and to the point. It has a logical flow but needs more detail, like a troubleshooting section.

Technical writing principles

The guide has a clear structure; however, the tip section could be improved with bullets. It assumes a basic understanding of smartphones but could use extra detail for more technical users. Bolding could help with the ability to scan and visual appeal. The voice is neutral and instructional, which is appropriate for the audience, but it could be warmer for encouraging users.

Cohere content

Accuracy and correctness

Cohere created content with accurate steps for installing and setting up a fitness-tracking app on a smartphone. The inclusion of locations to download an app, “Open the App Store (for iOS) or Google Play Store (for Android) on your smartphone,” is a good addition of details.

Clarity and coherence

The content has good details about creating an account and profile of the app and has a logical structure. The section “Connect a wearable device: should be marked optional to



avoid confusion.

Technical writing principles

This quick start guide is clear and well-organized. The tips section should be separate to avoid overwhelming the user. It is suitable for beginners and has details for more technical users, enabling it to reach a broad audience. The addition of bolding or bullets would help with visual appeal and organization. The voice is friendly and informative. Phrases like “consistency is key” are supportive and motivational.

Claude content

Accuracy and correctness

Claude’s quick start guide is clear and well-organized. It includes more complete information for iOS and Android smartphones than the other versions. It gives specific information for the FitTrack Pro app and instructions for connecting to FitBit, Apple Watch, and Garmin wearable devices.

Clarity and coherence

This quick start guide is the most comprehensive, clear, and detailed version. It has a logical flow. Phrases like “set your fitness” might be too detailed for users, and a more straightforward language might be easier to understand.

Technical writing principles

The guide is well-organized with numbered steps. It targets specific users of FitTrack Pro and has detailed instructions that help less experienced users. It uses visual cues like bolding to help guide the users. The voice is friendly, welcoming, supportive, and motivational (“Congratulations!” “Happy tracking!”).

Similarities and differences between Gemini, Cohere, and Claude content

The three guides have step-by-step instructions with logical flow. They are written for a general audience and assume low expertise. There is cross-platform awareness for iOS and Android smartphones. Visually, they are bland and could benefit from bold headings, icons, and separate sections. The overall voice is neutral and informative, which is appropriate for the audience.

Differences between the three versions include the level and balance of detail. The Gemini is the least detailed, and Claude is the most detailed version. The Cohere version needs to separate its “Tips” section from the main guide for better visual organization.



PROMPT	HELP CONTENT
5	WRITE A HELP ARTICLE EXPLAINING HOW TO RESET A FORGOTTEN PASSWORD ON AN ONLINE BANKING WEBSITE. INCLUDE SCREENSHOTS OR DESCRIPTIONS OF BUTTONS TO CLICK AND FIELDS TO FILL OUT.

Gemini content

Accuracy and correctness

Gemini generated standard help content for resetting a password on a banking website. Although the content is accurate, it needs bank-specific details to be complete.

Clarity and coherence

The help content has clear and direct language. The “additional tips” section seems disconnected from the rest of the information, and the screenshot might be confusing if it is not bank-specific.

Technical writing principles

The steps in this help guide are sequential and organized. Headings would help users scan the document. It is written for a general audience but is geared for more technically experienced users. The bullets are helpful, but headings and bolding would improve the visual cues of this document. The voice is friendly and instructional.

Cohere content

Accuracy and correctness

The help content by Cohere is a standard password reset procedure for a banking website. It needs more detail on troubleshooting.

Clarity and coherence

This document is well-structured and user-friendly. It benefits from the placement of tips at the end. There is a logical flow with simple, actionable language.

Technical writing principles

The content has an excellent structure with separated, numbered steps. It is crafted for a broad audience and balances simplicity and complexity. The layout is clean, but it would benefit from visual cues like bolding. The voice is friendly, supportive, reassuring, and trust-building (“Forgetting your online banking password can be a stressful experience, but most financial institutions have a straightforward process to help you regain access to your account”).

Claude content



Accuracy and correctness

Claude's help content is a standard password reset procedure, but it provides actual contact information and is specific to "SecureBank." Adding real screenshots from the bank website into the placeholder spots will make it more complete.

Clarity and coherence

This help content has easy to follow language. It is highly coherent, with logical flow and smooth transitions.

Technical writing principles

The content is excellently organized, and the steps are spelled out. It is highly aware of the audience and uses detailed text and visual cues for guidance. It uses images and descriptive captions, like "[Image: Screenshot of SecureBank homepage with "Login" button highlighted]." The voice is professional and approachable.

Similarities and differences between Gemini, Cohere, and Claude content

All versions of the help content follow a sequential, step-by-step order and have an introduction and conclusion to engage the user. Each one assumes a certain stress level when resetting a password and takes a supportive voice. Their focus on action-oriented steps is a hallmark of technical writing

Of the three versions, the Claude version is the most well-organized. It also makes the best use of visual elements, such as screenshots, to enhance usability. Cohere's version has the most structured flow of information, with one action per step. It does not have visual cues, but it is concise enough to be a practical help content document. Gemini's version is not as streamlined as the other versions. It lacks clear separation between the main steps and the supporting details. Its tone is slightly impersonal, and it doesn't connect with the users as much as the other versions.



Discussion

Generative AI is machine learning-based; therefore, it does not have a prescribed formula for generating its output. It is trained on multiple data integration platforms and pulls from this data to answer prompts. Some limitations of generative AI in technical communication are consistently reproducing content, models trained in data with cutoff dates and outdated information, inaccurate content presented authoritatively, and difficulty validating the content.

Looking at the content generated by these three AI tools, I find they all produce mostly accurate, usable content. They all produced content with logical flow and structure, favored active voice, and adapted voice and content to meet audience needs. These are all best practices of technical communication. This is an observed benefit of using AI to generate technical content.

One common issue with the generative AI output is the lack of visual interest. It was noted that the documents would benefit from bold headings, icons, or other visual enhancements to make the content more user-friendly and engaging. This is an observed limitation of AI generated technical content.



CONCLUSION

While all three tools, [Gemini](#), [Cohere](#), and [Claude](#), produce content that follows technical communication best practices, [Claude](#) consistently delivers the most user-friendly, detailed, and visually engaging content. It stands out from the other two tools for its efficiency, clean structure, and user focus. [Gemini](#) is suited for formal, straightforward documents that do not require significant detail or a conversational tone. [Cohere](#) strikes a balance between structured information and concise content, making it practical and efficient.

While all three tools have their good features and uses, my recommendation for a quality, all-purpose generative AI tool is [Claude](#). It produces user-centric, detailed, and engaging content. The usability of its output is ideal for a variety of tasks.

APPENDIX A: USER MANUAL PROMPT AND ANALYSIS

PROMPT 1

USER MANUAL

WRITE A USER MANUAL FOR A NEW COFFEE GRINDER, EXPLAINING HOW TO SET IT UP, GRIND COFFEE, AND CLEAN IT AFTER USE. INCLUDE CLEAR STEP-BY-STEP INSTRUCTIONS AND SAFETY WARNINGS.



User Manual: Coffee Grinder

Setting Up Your Coffee Grinder

1. **Unpack and Inspect:** Carefully remove all packaging materials. Inspect the grinder for any damage during shipping.
2. **Place on a Stable Surface:** Ensure the grinder is placed on a flat, stable surface to prevent vibrations and spills.
3. **Plug in the Power Cord:** Connect the power cord to the grinder and a suitable electrical outlet.

Grinding Coffee Beans

1. **Remove Hopper Lid:** Open the hopper lid to access the bean chamber.
2. **Add Coffee Beans:** Pour the desired amount of coffee beans into the hopper. Avoid overfilling.
3. **Select Grind Setting:** Turn the grind setting knob to your preferred coarseness (e.g., fine for espresso, medium for drip coffee).
4. **Start the Grinder:** Press and hold the start button or lever until the desired amount of ground coffee has been dispensed.
5. **Remove Ground Coffee:** Gently tap the grinder to ensure all ground coffee falls into your waiting container.

Cleaning and Maintenance

1. **Unplug the Grinder:** Always unplug the grinder from the power outlet before cleaning.
2. **Empty the Hopper:** Remove any remaining coffee beans from the hopper.
3. **Clean the Hopper and Burr:** Use a soft brush or a damp cloth to gently clean the inside of the hopper and the burr assembly. Avoid using harsh chemicals or abrasive materials.
4. **Clean the Grounds Chamber:** Remove the grounds chamber and empty it into the trash. Rinse it with warm water and dry thoroughly.
5. **Wipe Down the Exterior:** Use a damp cloth to wipe down the exterior of the grinder.
6. **Store in a Dry Place:** Store the grinder in a dry location to prevent moisture from affecting the internal components.

Safety Warnings

- **Keep Out of Reach:** Keep the grinder out of the reach of children and pets.
- **Avoid Wet Hands:** Do not touch the grinder with wet hands.
- **Do Not Overfill:** Do not overfill the hopper with coffee beans, as this can cause jamming or overflow.
- **Do Not Grind Foreign Objects:** Never grind anything other than coffee beans, as this can damage the grinder.
- **Unplug When Cleaning:** Always unplug the grinder before cleaning or performing maintenance.

By following these instructions, you can ensure that your coffee grinder operates efficiently and safely for years to come.



Coffee Grinder User Manual

Introduction

Congratulations on your purchase of this state-of-the-art coffee grinder! This manual will guide you through the process of setting up your grinder, grinding coffee to perfection, and maintaining it for optimal performance.

Safety Warnings

Always ensure the grinder is unplugged from the power source before attempting any maintenance or cleaning.



Keep the grinder away from moisture to avoid electrical hazards.
Do not operate the grinder with damaged parts, especially the grinding burrs.
Keep the grinder out of reach of children and pets.

Setting Up Your Coffee Grinder

Step 1: Unboxing

Carefully remove all components from the box, ensuring nothing is damaged during transit.

Step 2: Assembly

Attach the hopper (the container where you place the beans) to the top of the grinder.
Securely connect the grinding burrs inside the hopper.
Attach the grinding chamber (where the ground coffee collects) to the base of the grinder.
Plug the power cord into an electrical outlet.

Grinding Coffee

Step 1: Selecting Grind Size

Choose the desired grind size using the adjustment dial or lever, depending on your grinder model.
Coarse settings are ideal for French press or cold brew, while fine settings are best for espresso.

Step 2: Grinding

Open the hopper and add whole coffee beans.
Close the hopper and ensure it is securely locked in place.
Press and hold the power button to start grinding.
The grinder will automatically stop when the desired amount of ground coffee is achieved.

Cleaning Your Coffee Grinder

Step 1: Unplug and Disassemble

Unplug the grinder from the power source.
Remove the hopper, grinding burrs, and grinding chamber.

Step 2: Cleaning

Use a soft brush or a grinder cleaning brush to remove any coffee grounds or residue from the burrs and chamber.
For a deeper clean, use a grinder cleaning tablet or a mixture of equal parts water and vinegar.
Rinse all components thoroughly with clean water and allow them to air dry.

Step 3: Reassembly

Reattach the hopper, burrs, and grinding chamber, ensuring they are securely in place.

Troubleshooting

If the grinder fails to start, check the power connection and ensure the hopper is locked correctly.
For uneven or inconsistent grinds, adjust the grind size and ensure the burrs are clean and properly aligned.
If the grinder produces excessive noise or vibration, check for any loose parts and ensure the beans are dry and free of foreign objects.

Conclusion

With proper care and maintenance, your coffee grinder will provide you with fresh, perfectly ground coffee for years to come. Enjoy your coffee-making experience and feel free to explore the various grind settings to find your perfect cup!



Coffee Grinder User Manual

Table of Contents

1. Introduction
2. Safety Precautions
3. Setting Up Your Coffee Grinder
4. Grinding Coffee
5. Cleaning and Maintenance
6. Troubleshooting
7. Warranty Information

1. Introduction

Congratulations on purchasing your new coffee grinder! This manual will guide you through the setup, use, and maintenance of your grinder to ensure you get the perfect grind for your coffee every time.

2. Safety Precautions

⚠ WARNING: Please read and follow these safety precautions to prevent injury or damage to the appliance.

- Always unplug the grinder before cleaning or when not in use.
- Keep hands and utensils away from moving parts while the grinder is operating.
- Do not immerse the grinder in water or any other liquid.
- This appliance is not intended for use by children or persons with reduced physical, sensory, or mental capabilities.
- Do not operate the grinder if the cord or plug is damaged.

3. Setting Up Your Coffee Grinder

1. Unpack the grinder and remove all packaging materials.
2. Wipe the exterior with a damp cloth.
3. Wash the removable parts (hopper lid, grounds container) with warm, soapy water and dry thoroughly.
4. Place the grinder on a flat, stable surface near a power outlet.
5. Attach the hopper to the top of the grinder and ensure it's securely in place.
6. Plug the grinder into the power outlet.

4. Grinding Coffee

1. Remove the hopper lid and add whole coffee beans to the hopper.
2. Replace the hopper lid.
3. Select your desired grind size using the adjustment dial:
 - Fine: For espresso
 - Medium: For drip coffee makers
 - Coarse: For French press
4. Place the grounds container under the grind chute.
5. Set the timer or select the number of cups you want to grind.
6. Press the start button to begin grinding.
7. The grinder will stop automatically when the set amount is ground.

5. Cleaning and Maintenance

Clean your grinder after each use to ensure optimal performance and flavor.

1. Unplug the grinder.
2. Remove the hopper and grounds container.
3. Empty any remaining beans from the hopper.
4. Wash the hopper lid and grounds container with warm, soapy water; rinse and dry thoroughly.
5. Use a soft brush to clean the grind chute and burrs.
6. Wipe the exterior of the grinder with a damp cloth.
7. Reassemble the grinder once all parts are completely dry.

⚠ CAUTION: Never immerse the main body of the grinder in water or any other liquid.

6. Troubleshooting

- Grinder won't start:
 - Ensure it's properly plugged in.
 - Check that the hopper is correctly attached.
- Inconsistent grind size:
 - Clean the burrs and grind chute.
 - Ensure the grind size selector is set correctly.
- Unusual noise during operation:

- Check for foreign objects in the hopper or burrs.
- If noise persists, contact customer support.

7. Warranty Information

Your coffee grinder is covered by a 2-year limited warranty from the date of purchase. For warranty service or replacement parts, please contact our customer support team.

For any additional questions or concerns, please refer to our website or contact our customer support team.
Happy grinding!

PROMPT 1 ANALYSIS



	Gemini	cohere	Claude
Accuracy and factual correctness	Accuracy: lacks details about grinder settings and brewer methods	Correctness: vinegar and water cleaning method is not recommended by manufacturers	Correctness: vinegar and water cleaning method is not recommended by manufacturers
Clarity and coherence of writing	Clarity: short, actionable sentences Coherence: logical flow, simple language	Clarity: short, simple sentences Coherence: consistent language and formatting	Clarity: concise, straightforward language Coherence: logical flow, simple language
Adherence to technical writing principles	Organization: logical flow with headings and numbered steps Audience awareness: created for coffee grinder users, does not explain the reasoning for certain actions Visual cues: lacks icons Voice: uses active voice	Organization: logical flow with headings and numbered steps Audience awareness: created for coffee grinder users with little technical knowledge, explains terms like “fine,” “medium,” and “coarse” Visual cues: uses headings Voice: uses active voice	Organization: logical flow with headings and numbered steps, table of contents aids accessibility Audience awareness: accessible for non-expert users Visual cues: uses bold headings and icons Voice: uses active voice
Similarities	Organization: same general content (sections), step-by-step instructions, task oriented, include safety Clarity: clear and concise	Organization: same general content (sections), step-by-step instructions, task oriented, include safety Clarity: clear and concise	Organization: same general content (sections), step-by-step instructions, task oriented, include safety Clarity: clear and concise



PROMPT 1 ANALYSIS

Gemini

cohere

Claude

Differences

Audience awareness: user-focused
Voice: professional and warm, active voice

Organization: no introduction, safety instructions, lacks details about grinder settings and brewing methods, no placeholder text
Voice: professional and direct

Audience awareness: user-focused
Voice: professional and warm, active voice

Organization: longest response, has introduction and conclusion, includes troubleshooting section
Voice: professional but friendly

Audience awareness: user-focused
Voice: professional and warm, active voice

Organization: table of contents and troubleshooting section, uses icons

APPENDIX B: FAQ PROMPT

PROMPT	FAQ
2	CREATE A FREQUENTLY ASKED QUESTIONS (FAQ) PAGE FOR A RETAIL COMPANY'S CUSTOMER SUPPORT WEBSITE. FOCUS ON BASIC QUESTIONS LIKE "HOW DO I TRACK MY ORDER?" OR "WHAT IS THE RETURN POLICY?"



Frequently Asked Questions (FAQ)

General Questions

What are your store hours?

- Our store hours are [Monday-Friday], [Time] and [Saturday-Sunday], [Time].

Do you offer curbside pickup or in-store pickup?

- Yes, we offer both curbside pickup and in-store pickup. Please select your preferred option during checkout.

Do you offer free shipping?

- We offer free shipping on orders over [amount].

Ordering and Payment

How do I place an order?

- To place an order, simply browse our website and add items to your cart. Proceed to checkout and follow the prompts to complete your purchase.

What payment methods do you accept?

- We accept [list of accepted payment methods].

Can I modify or cancel my order?

- You may be able to modify or cancel your order if it hasn't already been shipped. Please contact our customer support team for assistance.

Shipping and Delivery

How long does shipping take?

- Shipping times vary depending on your location and the shipping method you choose. Please refer to our shipping policy for more information.

How can I track my order?

- Once your order has been shipped, you will receive a tracking number. You can use this number to track your order on our website or the shipping carrier's website.

What is your return policy?

- Our return policy is as follows: [details of return policy, including return window, eligible items, and refund process]

What if I received a damaged or incorrect item?

- If you received a damaged or incorrect item, please contact our customer support team immediately. We will assist you with returning the item and processing a replacement or refund.

Customer Service

How can I contact customer support?

- You can contact our customer support team by [phone number], [email address], or live chat.



Frequently Asked Questions (FAQ)

Welcome to our FAQ page! Here, you'll find answers to some of the most common queries our customers have. If you can't find what you're looking for, please don't hesitate to reach out to our customer support team.

Order Tracking and Delivery

How do I track my order?

To track your order, simply log in to your account on our website. Once logged in, navigate to the "My Orders" section, where you'll find a detailed overview of your purchase history. Each order will have a unique tracking number and a link to the courier's website, allowing you to monitor its progress in real-time.

Can I change the delivery address after placing an order?

While we strive to process orders promptly, there might be a window of opportunity to modify the delivery address. Please contact our customer support team as soon as possible, and we'll do our best to accommodate your request if the order hasn't already been shipped.

Returns and Refunds

What is your return policy?

At [Retail Company Name], we want you to be completely satisfied with your purchase. If for any reason you're not happy with your order, you may return it within 30 days of receipt for a full refund or exchange. The item(s) must be in their original condition, with all tags attached and in their original packaging.

How do I initiate a return?

To start the return process, please visit our website and log in to your account. From there, you can select the item(s) you wish to return and choose your preferred refund or exchange method. We'll provide you with further instructions and a return shipping label if needed.

Are there any items that cannot be returned?

Certain items, such as personalized or made-to-order products, intimate apparel, and perishable goods, are final sales and cannot be returned unless they are faulty. Please refer to our website's terms and conditions for a full list of non-returnable items.

Payment and Security

What payment methods do you accept?

We accept major credit and debit cards, including Visa, MasterCard, American Express, and Discover. For your convenience, we also offer secure payment options through PayPal and Apple Pay.

Is my personal and payment information secure?

Absolutely! We prioritize the security of our customers' data. Our website uses industry-standard encryption technology to ensure that your personal and payment information remains safe and confidential during transmission and storage.

Account Management

How do I create an account?

Creating an account with us is easy! Simply visit our website and click on the "Create Account" button. You'll be prompted to enter your personal details, including your name, email address, and a secure password. Once your account is set up, you can enjoy a personalized shopping experience and access exclusive benefits.

Can I update my account information?

Yes, you can update your account information at any time by logging in to your account and navigating to the "Account Settings" section. Here, you can modify your personal details, shipping addresses, and payment methods.

Contacting Customer Support

How can I reach customer support?

Our dedicated customer support team is here to assist you. You can contact us via live chat, email, or phone during our business hours, which are [insert business hours]. We aim to respond to all inquiries within 24 hours.

What if I have a complaint or need to report an issue?

We value your feedback and take all concerns seriously. If you have a complaint or need to report an issue, please reach out to our customer support team, and we'll work with you to find a satisfactory resolution.

We hope this FAQ page has been helpful! Remember, if you have any further questions or need assistance, our customer support team is just a click or call away. Happy shopping!



Frequently Asked Questions (FAQ)

Welcome to our FAQ page. Here you'll find answers to the most common questions our customers ask. If you can't find the answer you're looking for, please don't hesitate to contact our customer support team.

Ordering and Shipping

How do I place an order?

To place an order, simply browse our website, add items to your cart, and proceed to checkout. You'll need to provide your shipping address and payment information to complete the order.

How can I track my order?

To track your order:

1. Log in to your account on our website
2. Go to the "Order History" section
3. Click on the specific order you want to track
4. You'll see the current status and tracking information (if available)

Alternatively, you can use the tracking number provided in your shipping confirmation email on our carrier's website.

What shipping options do you offer?

We offer the following shipping options:

- Standard Shipping (5-7 business days)
- Express Shipping (2-3 business days)
- Next Day Delivery (order by 2 PM for delivery the next business day)

Shipping costs and delivery times may vary depending on your location and the items ordered.

Do you ship internationally?

Yes, we ship to many countries worldwide. International shipping options and costs are calculated at checkout based on your location and the items in your order.

Returns and Refunds

What is your return policy?

We offer a 30-day return policy for most items. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

How do I initiate a return?

To initiate a return:

1. Log in to your account on our website
2. Go to the "Order History" section
3. Select the order containing the item you wish to return
4. Click on "Return Item" and follow the prompts

Once we receive your return, we'll inspect the item and process your refund.

How long does it take to process a refund?



After we receive and inspect your return, we'll process your refund within 3-5 business days. The time it takes for the refund to appear in your account depends on your payment method and financial institution, typically 5-10 business days.

Products and Inventory

How can I check if an item is in stock?

The product page will indicate whether an item is in stock. If an item is out of stock, you may have the option to sign up for email notifications when it becomes available again.

Do you offer price matching?

Yes, we offer price matching on identical items sold by major online retailers. To request a price match, please contact our customer support team with a link to the competitor's product page.

Payment and Security

What payment methods do you accept?

We accept the following payment methods:

- Credit/Debit cards (Visa, MasterCard, American Express, Discover)
- PayPal
- Apple Pay
- Google Pay

Is my payment information secure?

Yes, we use industry-standard encryption and security measures to protect your payment information. We are PCI DSS compliant and never store your full credit card details on our servers.

Account Management

How do I create an account?

To create an account:

1. Click on the "Sign Up" or "Create Account" button on our website
2. Enter your email address and choose a password
3. Fill in your personal information
4. Click "Create Account" to finish

I forgot my password. How can I reset it?

To reset your password:

1. Click on the "Login" button
2. Select "Forgot Password"
3. Enter the email address associated with your account
4. Follow the instructions in the password reset email we'll send you

Contact Us

If you couldn't find the answer to your question here, please don't hesitate to contact our customer support team:

- Email: support@ourcompany.com
- Phone: 1-800-123-4567 (Monday to Friday, 9 AM - 5 PM EST)
- Live Chat: Available on our website during business hours

We're here to help and look forward to assisting you!

PROMPT 2 ANALYSIS



Accuracy and factual correctness

Accuracy: needs more specific details ("may be able to modify or cancel your order," "shipping times vary," returns, damaged or missing goods may be time

Accuracy: placeholder text needs accurate info
Correctness: needs more specific details ("each order will have a

Accuracy: no placeholders, needs more clarification on company policy ("respond to all inquiries within 24 hours"), answers about payment

PROMPT 2 ANALYSIS

Gemini

cohere

Claude

Clarity and coherence of writing

sensitive)
Correctness: placeholder text should be updated with correct information

Clarity: actionable steps, simple language
Coherence: logical structure/grouping

Organization: sections with bullet points
Audience awareness: well-suited for general audience, simple language
Visual cues: none
Voice: professional and neutral, active voice

unique tracking number")

Clarity: simple, direct language
Coherence: logical structure, consistent formatting

Organization:
Audience awareness:
Visual cues: none
Voice: polite and professional, some passive voice ("there might be a window of opportunity")

methods include accurate info ("industry-standard encryption technology")

Clarity: simple, direct language, avoids jargon
Coherence: consistent formatting, logical structure

Organization: logical flow, uses headings and subheadings
Audience awareness: written for general audience, uses "you" and "your"
Visual cues: none
Voice: professional and helpful, slightly formal ("please refer to our website's terms and conditions")

Adherence to technical writing principles

Organization: standard FAQ structure with labeled sections
Audience awareness: uses "you" and "your"
Voice: professional and neutral

Organization: standard FAQ structure with labeled sections
Audience awareness: uses "you" and "your"
Voice: professional and neutral

Organization: standard FAQ structure with labeled sections
Audience awareness: uses "you" and "your"
Voice: professional and neutral

Similarities

Differences

Organization: no introduction, broader categories
Clarity: uses

Organization: no introduction

Organization: includes an introduction, more detailed
Clarity: uses placeholders
Voice: friendly and more



PROMPT 2 ANALYSIS

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Claude

placeholders Voice:		conversational (“Happy shopping!”)
------------------------	--	------------------------------------

APPENDIX C: API DOCUMENTATION PROMPT

PROMPT 3	API DOCUMENTATION CREATE API DOCUMENTATION FOR A WEATHER DATA SERVICE, LIKE OPEN WEATHER, THAT ALLOWS DEVELOPERS TO RETRIEVE REAL-TIME WEATHER UPDATES BASED ON LOCATION. INCLUDE AN OVERVIEW OF THE API'S FUNCTIONALITY, ENDPOINT DESCRIPTIONS, REQUEST/RESPONSE FORMATS, AND SAMPLE CODE SNIPPETS.
--------------------	--



Weather Data API Documentation

Overview

This API provides real-time weather data for any location worldwide. Developers can retrieve detailed weather information, including current conditions, forecasts, and historical data.

Base URL: <https://api.weatherdata.com>

Endpoints

1. Current Weather

- **Endpoint:** /weather
- **Request Parameters:**
 - lat: Latitude of the location (required)
 - lon: Longitude of the location (required)
 - units: Units for temperature (optional, default: metric)
 - lang: Language for the response (optional, default: en)
- **Response Format:** JSON
- **Example Request:**
- <https://api.weatherdata.com/weather?lat=37.7749&lon=-122.4194>
- **Example Response:**

```
JSON
{
  "coord": {
    "lon": -122.4194,
    "lat": 37.7749
  },
  "weather": [
    {
      "id": 800,
      "main": "Clear",
      "description": "Clear sky",
      "icon": "01d"
    }
  ],
  "base": "stations",
  "main": {
    "temp": 282.57,
```

```
"feels_like": 280.57,
"pressure": 1013,
"humidity": 76,
// ... other weather parameters
},
// ... other response fields
}
```

Use code [with caution](#).

2. Forecast

- **Endpoint:** /forecast
- **Request Parameters:**
 - lat: Latitude of the location (required)
 - lon: Longitude of the location (required)
 - units: Units for temperature (optional, default: metric)
 - lang: Language for the response (optional, default: en)
- **Response Format:** JSON
- **Example Request:**
- `https://api.weatherdata.com/forecast?lat=37.7749&lon=-122.4194`
- **Example Response:**

```
JSON
{
  "cod": "200",
  "message": 0,
  "cnt": 40,
  "list": [
    // ... list of forecast data
  ]
}
```

Use code [with caution](#).

3. Historical Data

- **Endpoint:** /history
- **Request Parameters:**
 - lat: Latitude of the location (required)
 - lon: Longitude of the location (required)
 - start: Start date (optional, ISO 8601 format)
 - end: End date (optional, ISO 8601 format)
 - units: Units for temperature (optional, default: metric)
 - lang: Language for the response (optional, default: en)
- **Response Format:** JSON
- **Example Request:**
- `https://api.weatherdata.com/history?lat=37.7749&lon=-122.4194&start=2023-12-31&end=2024-01-01`
- **Example Response:** `` { "cod": "200", "message": 0, "cnt": 1, "list": [// ... historical weather data] }

Authentication

- **API Key:** To access the API, you will need an API key. Please register for an API key on our website.

- **Authorization Header:** Include the API key in the Authorization header of your requests using the Bearer scheme:
- Authorization: Bearer your_api_key

Sample Code (Node.js and Axios)

JavaScript

```
const axios = require('axios');
```

```
const apiKey = 'your_api_key';
```

```
const latitude = 37.7749;
```

```
const longitude = -122.4194;
```

```
const url = `https://api.weatherdata.com/weather?lat=${latitude}&lon=${longitude}&units=metric`;
```

```
axios.get(url, {  
  headers: {  
    Authorization: `Bearer ${apiKey}`  
  }  
})  
.then(response => {  
  console.log(response.data);  
})  
.catch(error => {  
  console.error(error);  
});
```

Use code [with caution](#).

Rate Limits

Please be mindful of our API rate limits. Exceeding the limits may result in temporary throttling or API key suspension.

For detailed information on rate limits and other usage policies, please refer to our API Terms of Service.



Weather Data Service API Documentation

Welcome to the Weather Data Service API, a powerful tool for developers to access real-time weather information based on location. This API provides accurate and up-to-date weather data, enabling you to build innovative applications and enhance user experiences.

Overview

The Weather Data Service API offers a comprehensive suite of endpoints to retrieve various weather-related data. With this API, you can fetch current weather conditions, forecasts, historical data, and more. It supports multiple locations, allowing you to cater to a global audience.

API Endpoints

Current Weather

Endpoint: /current_weather



Description: Retrieve real-time weather data for a specific location.

Request:

```
GET /current_weather?q={location}&appid={API_KEY}
```

location: The desired location (e.g., city name, coordinates).

appid: Your unique API key for authentication.

Response:

```
{
  "weather": [
    {
      "id": 800,
      "main": "Clear",
      "description": "clear sky",
      "icon": "01d"
    }
  ],
  "main": {
    "temp": 288.79,
    "feels_like": 288.79,
    "temp_min": 287.89,
    "temp_max": 289.79,
    "pressure": 1013,
    "humidity": 73
  },
  "visibility": 10000,
  "wind": {
    "speed": 4.1,
    "deg": 350
  },
  "clouds": {
    "all": 0
  },
  "dt": 1664800800,
  "sys": {
    "type": 1,
    "id": 5091,
    "country": "US",
    "sunrise": 1664769600,
    "sunset": 1664812260
  },
  "timezone": -25200,
  "id": 4175398,
  "name": "Los Angeles",
  "coord": {
    "lat": 34.05,
```

```
"lon": -118.25
}
}
```

Forecast

Endpoint: /forecast

Description: Obtain detailed weather forecasts for a specified location and time range.

Request:

```
GET /forecast?q={location}&dt={timestamp}&appid={API_KEY}
```

location: The location for which you want the forecast.

dt: Unix timestamp for the desired forecast start time.

appid: Your API key.

Response:

```
{
  "city": {
    "id": 4175398,
    "name": "Los Angeles",
    "coord": {
      "lat": 34.05,
      "lon": -118.25
    }
  },
  "cod": 200,
  "message": 0.0041,
  "cnt": 40,
  "list": [
    {
      "dt": 1664800800,
      "main": {
        "temp": 288.79,
        "feels_like": 288.79,
        "temp_min": 287.89,
        "temp_max": 289.79,
        "pressure": 1013,
        "sea_level": 1020,
        "grnd_level": 1013,
        "humidity": 73,
        "temp_kf": 1.9
      },
      "weather": [
        {
          "id": 800,
          "main": "Clear",
```

```
        "description": "clear sky",
        "icon": "01d"
      }
    ],
    "clouds": {
      "all": 0
    },
    "wind": {
      "speed": 4.1,
      "deg": 350
    },
    "visibility": 10000,
    "pop": 0,
    "sys": {
      "pod": "d"
    },
    "dt_txt": "2024-10-02 18:00:00"
  },
  ...
]
}
```

Historical Weather

Endpoint: /history

Description: Access historical weather data for a specific date and location.

Request:

```
GET /history?q={location}&dt={timestamp}&appid={API_KEY}
```

location: The location of interest.

dt: Unix timestamp for the desired historical date.

appid: Your API key.

Response:

```
{
  "weather": [
    {
      "id": 800,
      "main": "Clear",
      "description": "clear sky",
      "icon": "01d"
    }
  ],
  "main": {
    "temp": 288.79,
    "feels_like": 288.79,
```

```
"temp_min": 287.89,
"temp_max": 289.79,
"pressure": 1013,
"humidity": 73
},
"visibility": 10000,
"wind": {
  "speed": 4.1,
  "deg": 350
},
"clouds": {
  "all": 0
},
"dt": 1664800800,
"sys": {
  "type": 1,
  "id": 5091,
  "country": "US",
  "sunrise": 1664769600,
  "sunset": 1664812260
},
"timezone": -25200,
"id": 4175398,
"name": "Los Angeles",
"cod": 200
}
```

Request and Response Formats

The Weather Data Service API supports JSON as the primary data format for both requests and responses. Ensure your requests are properly formatted and include the necessary parameters.

Sample Code Snippets

Python

```
import requests

# Replace with your actual API key
API_KEY = "your_api_key"

# Current Weather Example
url = "https://api.weather.com/current_weather"
params = {
  "q": "New York",
  "appid": API_KEY
}
response = requests.get(url, params=params)
current_weather = response.json()
print(current_weather)
```

```
# Forecast Example
url = "https://api.weather.com/forecast"
params = {
  "q": "Los Angeles",
  "dt": 1664800800, # Unix timestamp for desired forecast start time
  "appid": API_KEY
}
response = requests.get(url, params=params)
forecast = response.json()
print(forecast)

JavaScript (Node.js)

const axios = require('axios');

// Replace with your actual API key
const API_KEY = "your_api_key";

// Current Weather Example
const currentWeatherURL = "https://api.weather.com/current_weather";
const currentWeatherParams = {
  q: "New York",
  appid: API_KEY
};

axios.get(currentWeatherURL, { params: currentWeatherParams })
  .then(response => {
    console.log(response.data);
  })
  .catch(error => {
    console.error(error);
  });

// Forecast Example
const forecastURL = "https://api.weather.com/forecast";
const forecastParams = {
  q: "Los Angeles",
  dt: 1664800800, // Unix timestamp for desired forecast start time
  appid: API_KEY
};

axios.get(forecastURL, { params: forecastParams })
  .then(response => {
    console.log(response.data);
  })
  .catch(error => {
    console.error(error);
  });
```

Rate Limiting and Authentication

To ensure fair usage and prevent abuse, the Weather Data Service API implements rate limiting. Each API key has a specific request limit per minute. Additionally, authentication is required for all requests using your unique API key.

Error Handling

The API returns standardized error responses with appropriate HTTP status codes. Common errors include invalid API keys, missing parameters, and rate limiting issues. Refer to the API's error documentation for detailed error codes and messages.

Support and Documentation

For further assistance and detailed documentation, please visit our official website Weather Data Service Documentation. You can find comprehensive guides, tutorials, and additional resources to help you integrate the API into your projects.

We hope you enjoy using the Weather Data Service API! If you have any questions or feedback, feel free to reach out to our support team at support@weather.com.



Weather Data API Documentation

Overview

The Weather Data API provides developers with access to real-time weather information and forecasts for locations worldwide. This RESTful API allows you to retrieve current weather conditions, hourly forecasts, and daily forecasts based on geographic coordinates or city names.

Base URL

All API requests should be made to the following base URL:

Copy

```
https://api.weatherdata.com/v1
```

Authentication

To use the Weather Data API, you need an API key. Include your API key in the header of each request:

Copy

```
X-API-Key: YOUR_API_KEY
```

Endpoints

1. Current Weather

Retrieve current weather conditions for a specific location.

Endpoint: /current

Method: GET

Parameters:

Parameter	Type	Required	Description
lat	float	Yes*	Latitude of the location
lon	float	Yes*	Longitude of the location
city	string	Yes*	City name (use instead of lat/lon if preferred)

*Either (lat, lon) or city is required

Response Format:

json

Copy

```
{
  "location": {
    "name": "New York",
    "country": "US",
    "lat": 40.7128,
    "lon": -74.0060
  },
  "current": {
```

```
"timestamp": "2024-10-02T12:00:00Z",
"temperature": 22.5,
"feels_like": 23.2,
"humidity": 65,
"wind_speed": 3.5,
"wind_direction": 180,
"conditions": "Partly cloudy",
"icon": "partly_cloudy"
}
}
```

Example Request:

```
bash
Copy
curl -X GET "https://api.weatherdata.com/v1/current?lat=40.7128&lon=-74.0060" \
-H "X-API-Key: YOUR_API_KEY"
```

2. Hourly Forecast

Retrieve an hourly forecast for the next 48 hours.

Endpoint: /forecast/hourly

Method: GET

Parameters:

Parameter	Type	Required	Description
lat	float	Yes*	Latitude of the location
lon	float	Yes*	Longitude of the location
city	string	Yes*	City name (use instead of lat/lon if preferred)
hours	int	No	Number of hours to forecast (default: 48, max: 168)

*Either (lat, lon) or city is required

Response Format:

```
json
Copy
{
  "location": {
    "name": "New York",
    "country": "US",
    "lat": 40.7128,
    "lon": -74.0060
  },
  "hourly_forecast": [
    {
      "timestamp": "2024-10-02T13:00:00Z",
      "temperature": 23.1,
      "feels_like": 24.0,
      "humidity": 63,
      "wind_speed": 3.8,
      "wind_direction": 185,
      "conditions": "Partly cloudy",
      "icon": "partly_cloudy"
    },
    // ... additional hourly entries ...
  ]
}
```

Example Request:

```
bash
Copy
curl -X GET "https://api.weatherdata.com/v1/forecast/hourly?city=New%20York&hours=24" \
-H "X-API-Key: YOUR_API_KEY"
```

3. Daily Forecast

Retrieve a daily forecast for the next 7 days.

Endpoint: /forecast/daily

Method: GET



Parameters:

Parameter	Type	Required	Description
lat	float	Yes*	Latitude of the location
lon	float	Yes*	Longitude of the location
city	string	Yes*	City name (use instead of lat/lon if preferred)
days	int	No	Number of days to forecast (default: 7, max: 14)

*Either (lat, lon) or city is required

Response Format:

```
json
Copy
{
  "location": {
    "name": "New York",
    "country": "US",
    "lat": 40.7128,
    "lon": -74.0060
  },
  "daily_forecast": [
    {
      "date": "2024-10-03",
      "temperature_high": 25.5,
      "temperature_low": 18.2,
      "humidity": 60,
      "wind_speed": 4.2,
      "wind_direction": 190,
      "conditions": "Sunny",
      "icon": "sunny"
    },
    // ... additional daily entries ...
  ]
}
```

Example Request:

```
bash
Copy
curl -X GET "https://api.weatherdata.com/v1/forecast/daily?lat=40.7128&lon=-74.0060&days=5" \
-H "X-API-Key: YOUR_API_KEY"
```

Error Handling

The API uses standard HTTP response codes to indicate the success or failure of requests. In case of an error, the response will include a JSON object with an error field providing more details.

Example Error Response:

```
json
Copy
{
  "error": {
    "code": 400,
    "message": "Invalid parameters: 'lat' and 'lon' must be valid coordinates."
  }
}
```

Rate Limiting

The API is rate-limited to 1000 requests per day for the basic tier. The response headers include information about your current rate limit status:

- X-RateLimit-Limit: The maximum number of requests you're allowed to make per day.
- X-RateLimit-Remaining: The number of requests remaining in the current rate limit window.
- X-RateLimit-Reset: The time at which the current rate limit window resets, in UTC epoch seconds.

Sample Code

Here's a Python example demonstrating how to use the API to get the current weather:

```
python
Copy
```



```

import requests

API_KEY = "YOUR_API_KEY"
BASE_URL = "https://api.weatherdata.com/v1"

def get_current_weather(city):
    endpoint = f"{BASE_URL}/current"
    headers = {"X-API-Key": API_KEY}
    params = {"city": city}

    response = requests.get(endpoint, headers=headers, params=params)

    if response.status_code == 200:
        data = response.json()
        print(f"Current weather in {city}:")
        print(f"Temperature: {data['current']['temperature']}°C")
        print(f"Conditions: {data['current']['conditions']}")
    else:
        print(f"Error: {response.status_code}")
        print(response.json())

get_current_weather("New York")

```

Conclusion

This documentation provides an overview of the main features of the Weather Data API. For more detailed information, example use cases, or support, please visit our developer portal or contact our support team.

PROMPT 3 ANALYSIS



Accuracy and factual correctness

Accuracy: clear description
Correctness: URL provided in overview is not valid

Accuracy: standard API language
Correctness: URLs cited are inconsistent and not valid

Accuracy: accurately presents the structure, endpoints, and functions of weather data API
Correctness: minor formatting issue with "copy" label

Clarity and coherence of writing

Clarity: phrases like "detailed weather information need further explanation"
Coherence: needs more complete examples

Clarity: clear and to the point, headings break down information into parts, needs more detail on rate limits and error handling
Coherence: logical structure and progression, consistent terminology

Clarity: clear and direct
Coherence: structure is logical and easy to follow

PROMPT 3 ANALYSIS



Adherence to technical writing principles

Organization: bulleted lists and consistent formatting
Audience awareness: good for experienced developers, could be more beginner-friendly
Visual cues: clearly formatted code blocks, could use a table explaining JSON responses
Voice: professional and instructional, appropriate for developers

Organization: well-structured, with sample code
Audience awareness: good for experienced developers, could be more beginner-friendly
Visual cues: code boxes stand out from the rest of the text, could use a table explaining parameters
Voice: professional and instructional, phrases could be more helpful by providing link or context (“Refer to the API’s error documentation for detailed error codes and messages”)

Organization:
Audience awareness: clearly designed for developers, assumes a certain level of expertise
Visual cues: tables are helpful, headings and subheadings are helpful
Voice: precise and factual

Similarities

Organization: standard structure for API documentation, clear headings
Audience awareness: written for developers
Visual cues: uses code blocks, parameter tables/lists
Voice: professional and instructional

Organization: standard structure for API documentation, clear headings
Audience awareness: written for developers
Visual cues: uses code blocks, parameter tables/lists
Voice: professional and instructional

Organization: standard structure for API documentation, clear headings
Audience awareness: written for developers
Visual cues: uses code blocks, parameter tables/lists
Voice: professional and instructional

Differences

Organization: uses bulleted lists for parameters, “use code with caution” is not necessary
Clarity: rate limits

Organization: uses bulleted lists for parameters
Visual cues: includes Java script examples

Audience awareness: uses tables for parameters, does best job of writing for beginners
Visual cues: uses tables



PROMPT 3 ANALYSIS

Gemini

cohere

Claude

section need more definition		and parameters Voice: more supportive
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APPENDIX D: QUICK START GUIDE PROMPT

PROMPT 4	QUICK START GUIDE CREATE A QUICK START GUIDE FOR INSTALLING AND SETTING UP A FITNESS TRACKING APP ON A SMARTPHONE. INCLUDE INSTRUCTIONS FOR DOWNLOADING THE APP, SETTING UP AN ACCOUNT, AND CONNECTING A WEARABLE DEVICE.
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Quick Start Guide: Setting Up Your Fitness Tracking App

Step 1: Download the App

1. **App Store:** If you have an iPhone, open the App Store.
2. **Google Play Store:** If you have an Android phone, open the Google Play Store.
3. **Search:** Search for the name of your desired fitness tracking app (e.g., Fitbit, Garmin Connect, MyFitnessPal).
4. **Download:** Tap the "Get" or "Install" button to download and install the app.

Step 2: Create an Account

1. **Open the App:** Launch the newly installed app on your smartphone.
2. **Create Account:** Follow the on-screen prompts to create a new account. You may need to provide your email address, password, and basic personal information.

Step 3: Connect Your Wearable Device

1. **Pair Device:** Turn on your wearable device (e.g., smartwatch, fitness tracker).
2. **Open App:** Open the fitness tracking app on your smartphone.
3. **Connect Device:** Look for a "Add Device" or "Pair Device" option within the app. Follow the instructions to pair your wearable device with your smartphone.
4. **Sync Data:** Once paired, your wearable device should automatically sync your data with the app.

Additional Tips

- **Customize Settings:** Explore the app's settings to personalize your experience. You can set goals, track specific activities, and adjust notifications.
- **Sync Regularly:** Ensure your wearable device and app are synced regularly to maintain accurate data.
- **Review Features:** Familiarize yourself with the app's features, such as sleep tracking, heart rate monitoring, and step counting.

By following these steps, you'll be ready to start tracking your fitness progress and achieving your health goals.



Quick Start Guide: Fitness Tracking App Installation and Setup

Step 1: Download the App

Open the App Store (for iOS) or Google Play Store (for Android) on your smartphone.

Search for the fitness tracking app you wish to install. Ensure you choose a reputable and popular app with positive reviews.

Tap on the app icon and select "Get" or "Install" to begin the download process.

Wait for the app to finish downloading and installing on your device.

Step 2: Create an Account

Once the app is installed, open it and look for the "Sign Up" or "Create Account" option.

Follow the on-screen instructions to provide the necessary information, such as your name, email address, and a secure password.

You may also be asked to set up a profile by entering your age, gender, height, weight, and fitness goals. This information helps the app personalize your experience.

Agree to the terms and conditions, and your account will be created.

Step 3: Connect a Wearable Device (Optional)

Many fitness tracking apps offer enhanced features when paired with a compatible wearable device, such as a fitness band or smartwatch.

To connect a wearable:

Ensure your wearable device is powered on and within Bluetooth range of your smartphone.

Open the fitness tracking app and navigate to the settings or device management section.

Look for an option to "Add Device" or "Connect Wearable."

Select your device from the list of available options and follow any additional instructions provided by the app.

Once connected, your wearable will start syncing data with the app, allowing for real-time tracking and monitoring.

Additional Tips:

Explore the app's features: Take some time to familiarize yourself with the app's interface and various tracking options, such as step counting, calorie tracking, workout routines, and progress monitoring.

Customize your goals: Adjust your fitness goals and preferences within the app to align with your personal objectives.

Sync with other apps: Check if your fitness tracking app integrates with other health and wellness apps or services, allowing for a more comprehensive view of your overall health.

Regularly update the app: Keep your app up-to-date to access the latest features, improvements, and bug fixes.

With these simple steps, you can quickly set up your fitness tracking app and start monitoring your health and fitness journey. Remember, consistency is key, so make it a habit to use the app regularly to stay motivated and achieve your goals!



FitTrack Pro: Quick Start Guide

Welcome to FitTrack Pro! This guide will help you get started with our fitness tracking app and connect your wearable device. Follow these simple steps to begin your fitness journey.

1. Download the App

For iPhone users:

1. Open the App Store on your iPhone.
2. In the search bar, type "FitTrack Pro".
3. Tap the "Get" or "Download" button next to the FitTrack Pro app.
4. Use Face ID, Touch ID, or your Apple ID password to authorize the download.

For Android users:

1. Open the Google Play Store on your Android device.
2. In the search bar, type "FitTrack Pro".
3. Tap the "Install" button next to the FitTrack Pro app.
4. Review the permissions and tap "Accept" to begin the download.

2. Create Your Account

1. Open the FitTrack Pro app on your smartphone.
2. Tap "Sign Up" on the welcome screen.
3. Choose your preferred sign-up method:
 - Email and password
 - Google account
 - Apple ID (for iPhone users)
4. If using email, enter your email address and create a strong password.
5. Fill in your personal information:
 - Name
 - Date of birth

- Gender (optional)
 - Height
 - Weight
6. Review and accept the Terms of Service and Privacy Policy.
 7. Tap "Create Account" to finish.

3. Set Your Fitness Goals

1. After creating your account, you'll be prompted to set your fitness goals.
2. Choose your primary goal:
 - Lose weight
 - Maintain weight
 - Gain muscle
 - Improve overall fitness
3. Set your target weight (if applicable).
4. Specify your activity level:
 - Sedentary
 - Lightly active
 - Moderately active
 - Very active
5. Set your daily step goal (default is 10,000 steps).

4. Connect Your Wearable Device

FitTrack Pro is compatible with various wearable devices. Here's how to connect yours:

1. From the app's main screen, tap the menu icon (≡) in the top-left corner.
2. Select "Devices" from the menu.
3. Tap "Add a Device".
4. Choose your device brand from the list (e.g., Fitbit, Apple Watch, Garmin).
5. Follow the brand-specific instructions:

For Fitbit:

1. Tap "Connect to Fitbit".
2. Log in to your Fitbit account when prompted.
3. Authorize FitTrack Pro to access your Fitbit data.

For Apple Watch:

1. Ensure your Apple Watch is paired with your iPhone.
2. Tap "Connect to Apple Health".
3. Review and enable the health data categories you want to share.

For Garmin:

1. Tap "Connect to Garmin".
2. Log in to your Garmin Connect account when prompted.
3. Authorize FitTrack Pro to access your Garmin data.
4. Once connected, your device will sync data with FitTrack Pro automatically.

5. Explore the App

Now that you're all set up, take some time to explore the app:

- **Dashboard:** View your daily progress, including steps, calories burned, and active minutes.
- **Activities:** Log workouts manually or start tracking a new activity.
- **Nutrition:** Log your meals and track your calorie intake.
- **Progress:** Check your weight trends and body measurements.
- **Community:** Connect with friends and join challenges for extra motivation.

6. Enable Notifications (Optional)

To stay motivated and on track:

1. Go to the app settings (usually found in the main menu).
2. Select "Notifications".
3. Choose which notifications you'd like to receive:
 - Daily reminders
 - Goal achievements
 - Friend activities
 - Challenge updates

Troubleshooting

If you encounter any issues:

1. Ensure your smartphone and wearable device have the latest software updates.

2. Check that Bluetooth is enabled on your smartphone.
3. Try force-closing and reopening the FitTrack Pro app.
4. If problems persist, visit our Help Center in the app or contact our support team.

Congratulations! You're now ready to start your fitness journey with FitTrack Pro. Remember to sync your device regularly and log your activities to get the most accurate tracking and insights.

For more detailed information and tips, check out our full user guide in the app's Help section. Happy tracking!

PROMPT 4 ANALYSIS



Accuracy and factual correctness

Accuracy: accurate steps
Correctness: does not specify the device/app

Accuracy: accurate steps
Correctness: mentioning choice of reputable app

Accuracy: includes multiple apps
Correctness: specific for the FitTrack Pro app, also includes other apps

Clarity and coherence of writing

Clarity: concise and to the point
Coherence: logical flow, needs more detail (troubleshooting)

Clarity: good details about creating an account and profile
Coherence: logical structure, "connect a wearable device" section should be marked optional

Clarity: most comprehensive, clear and detailed, includes multiple apps
Coherence: logical flow, "set your fitness" might be too detailed (need to simplify)

Adherence to technical writing principles

Organization: clear structure, tip section could be improved by bullet points
Audience awareness: assumes basic understanding of smartphones, but could use detail for more technical users
Visual cues: bolding could help with scanability
Voice: neutral and instructional, could be warmer for encouragement

Organization: clear and well-organized, tips section should be separate
Audience awareness: good for beginners with details for more technical users, reaching a broad audience
Visual cues: no bolding, no bullets
Voice: friendly and informative, "consistency is key" is motivating

Organization: well-organized with numbered steps
Audience awareness: targets specific users of FitTrack Pro, detailed instructions help less experienced users
Visual cues: uses icons, bold headings
Voice: friendly, welcoming, supportive, motivational ("Congratulations!" "Happy tracking!")



PROMPT 4 ANALYSIS



Similarities

Organization: step-by-step instructions, logical flow
Audience awareness: written for general audience, assuming low expertise, cross-platform awareness
Visual cues: needs bolding, icons, separation
Voice: neutral and informative

Organization: step-by-step instructions, logical flow
Audience awareness: written for general audience, assuming low expertise, cross-platform awareness
Visual cues: needs bolding, icons, separation
Voice: neutral and informative

Organization: step-by-step instructions, logical flow
Audience awareness: written for general audience, assuming low expertise, cross-platform awareness
Visual cues: needs bolding, icons, separation
Voice: neutral and informative

Differences

Audience awareness: least detailed
Visual cues: not visually engaging

Organization: needs to separate tips section
Audience awareness: more balanced in detail
Visual cues: needs better visual organization

Organization: most detailed, includes extras
Audience awareness: might overwhelm less advanced users
Visual cues: visually enhanced

APPENDIX E: HELP CONTENT PROMPT

PROMPT	HELP CONTENT
5	WRITE A HELP ARTICLE EXPLAINING HOW TO RESET A FORGOTTEN PASSWORD ON AN ONLINE BANKING WEBSITE. INCLUDE SCREENSHOTS OR DESCRIPTIONS OF BUTTONS TO CLICK AND FIELDS TO FILL OUT.



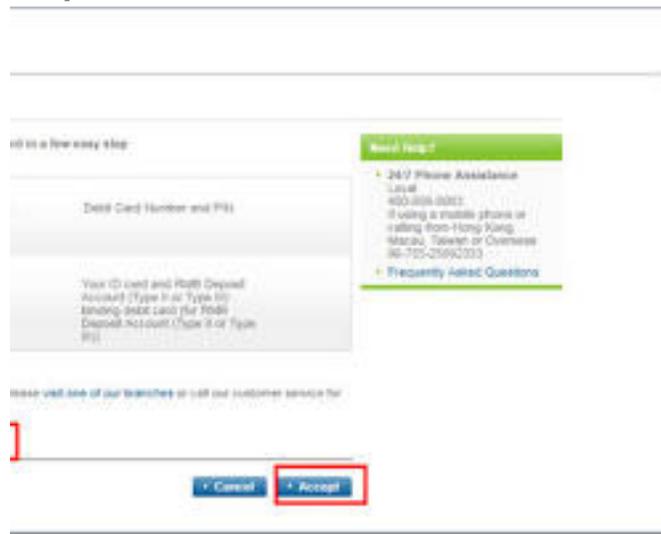
How to Reset a Forgotten Password on Your Online Banking Website

Note: The exact steps may vary slightly depending on your bank's specific online banking platform. Please refer to your bank's website or contact customer service for any specific instructions.

Here's a general guide:

1. **Go to Your Bank's Website:** Open your web browser and navigate to your bank's website.
2. **Find the "Login" Button:** Locate the "Login" or "Sign In" button on the homepage.
3. **Look for the "Forgot Password" Link:** Near the login fields, you should see a link labeled "Forgot Password," "Can't Access Your Account," or something similar. Click on this link.
4. **Enter Your Login Credentials:** You'll likely be asked to enter your username or customer ID. This is the information you use to log in to your online banking account.
5. **Choose a Password Reset Method:** Your bank may offer different options for resetting your password. These might include:
 - **Security Question:** Answering a predetermined security question.
 - **Verification Code:** Receiving a verification code via text message or email.
 - **Challenge Questions:** Answering a series of challenge questions.
6. **Follow the Instructions:** Carefully follow the on-screen prompts to complete the password reset process. This may involve entering the verification code, answering security questions, or providing additional information.
7. **Create a New Password:** Once you've successfully verified your identity, you'll be prompted to create a new password. Choose a strong password that's difficult to guess.
8. **Confirm Your New Password:** You'll usually need to enter your new password twice to confirm it.
9. **Log In:** After successfully resetting your password, you should be able to log in to your online banking account using your new credentials.

Example Screenshot:



[Opens in a new window](#)



typical online banking login screen with a Forgot Password link

Additional Tips:

- **Keep Your Password Secure:** Choose a strong password that's unique and difficult to guess. Avoid using easily guessable information like your birthday or pet's name.
- **Enable Two-Factor Authentication:** If available, consider enabling two-factor authentication for added security. This requires you to provide a second form of verification, such as a code sent to your phone, in addition to your password.
- **Contact Customer Service:** If you're having trouble resetting your password or have any other issues, don't hesitate to contact your bank's customer service department for assistance.



Resetting Your Forgotten Password for Online Banking

Forgetting your online banking password can be a stressful experience, but most financial institutions have a straightforward process to help you regain access to your account. Here's a step-by-step guide on how to reset your password:

Step 1: Navigate to the Login Page

Open your web browser and go to the homepage of your bank's website. Look for the "Login" or "Sign In" button, which is usually prominently displayed on the homepage. Click on it to proceed to the login page.

Step 2: Select the "Forgot Password" Option

On the login page, you will typically find an option like "Forgot Password," "Reset Password," or "Need Help Logging In?" Click on this option to initiate the password reset process.

Step 3: Provide Your Credentials

The next page will ask you to provide some form of identification to verify your identity. This could be your username, email address, or account number. Enter the required information accurately and click "Submit" or "Continue."

Step 4: Choose a Reset Method

Depending on the security measures in place, the bank may offer you a few methods to reset your password. These could include:

Email Reset: You will receive an email with a unique link to reset your password. Check your email inbox (including spam folders) for this link and click on it to proceed.

Security Question Reset: If you have set up security questions during account creation, you may be asked to answer these questions to verify your identity.

SMS Reset: In some cases, the bank may send a unique code to your registered mobile number via SMS. You will need to enter this code on the website to proceed.

Step 5: Create a New Password



Once your identity is verified, you will be prompted to create a new password. Ensure your new password is strong and unique, combining uppercase and lowercase letters, numbers, and special characters.

Step 6: Confirm and Log In

After setting your new password, you may need to confirm it by re-entering it. Once confirmed, click on the "Submit" or "Save" button to finalize the password reset process. You should now be able to log in to your online banking account with your new credentials.

Additional Tips:

Keep Your Contact Information Up-to-Date: Ensure your email address and mobile number are accurate and up-to-date with your bank. This will make the password reset process smoother and faster.

Use a Password Manager: Consider using a reputable password manager to securely store your login credentials. This can help you avoid forgetting passwords in the future.

Enable Two-Factor Authentication (2FA): Many banks offer 2FA as an extra layer of security. Enabling this feature can provide an additional level of protection for your account.

Remember, if you encounter any issues during the password reset process, most banks have dedicated customer support teams ready to assist you. You can find their contact information on the bank's website or by calling their customer service hotline.

Claude

How to Reset Your Forgotten Password - SecureBank Online

If you've forgotten your password for SecureBank Online, don't worry. Follow these simple steps to reset it and regain access to your account.

Step 1: Navigate to the Login Page

1. Open your web browser and go to www.securebank.com.
2. Look for the "Login" button in the top right corner of the homepage.
3. Click on the "Login" button to go to the login page.

[Image: Screenshot of SecureBank homepage with "Login" button highlighted]

Step 2: Access the Password Reset Function

1. On the login page, locate the "Forgot Password?" link below the password field.
2. Click on the "Forgot Password?" link.

[Image: Screenshot of login page with "Forgot Password?" link highlighted]

Step 3: Enter Your User ID

1. You will be directed to a new page titled "Reset Your Password".
2. In the field labeled "User ID", enter your SecureBank Online User ID.
3. Click the "Continue" button.

[Image: Screenshot of "Reset Your Password" page with User ID field and Continue button]

Step 4: Choose a Verification Method

1. For security purposes, you'll need to verify your identity. You'll see options such as:
 - Send a code to your registered email
 - Send a code via SMS to your registered mobile number

- Answer security questions
- 2. Select your preferred method and click "Continue".

[Image: Screenshot of verification method selection page]

Step 5: Complete the Verification

Depending on your chosen method:

- If you selected email or SMS:
 1. Check your email or phone for the verification code.
 2. Enter the code in the field provided on the website.
 3. Click "Verify".
- If you selected security questions:
 1. Answer the security questions displayed.
 2. Click "Submit".

[Image: Screenshot of verification code entry field or security question page]

Step 6: Create a New Password

1. After successful verification, you'll be prompted to create a new password.
2. Enter your new password in the "New Password" field.
 - Your password must be at least 8 characters long and include a mix of uppercase and lowercase letters, numbers, and special characters.
3. Re-enter your new password in the "Confirm New Password" field.
4. Click "Submit" to save your new password.

[Image: Screenshot of new password creation page with password rules displayed]

Step 7: Confirmation

1. You should see a confirmation message that your password has been successfully reset.
2. Click on the "Return to Login" button to go back to the main login page.

[Image: Screenshot of password reset confirmation page]

Step 8: Log In with Your New Password

1. On the login page, enter your User ID and your newly created password.
2. Click "Login" to access your account.

[Image: Screenshot of login page with User ID and Password fields highlighted]

Additional Tips:

- If you're unable to reset your password using this process, please contact our customer support at 1-800-SECURE-BANK (1-800-732-8732).
- For security reasons, avoid using personal information in your password, such as birthdays or names.
- Consider using a password manager to help you create and remember strong, unique passwords for all your accounts.
- Never share your password with anyone, including SecureBank employees. We will never ask for your full password.

If you have any questions or encounter any issues during this process, please don't hesitate to contact our customer support team. We're here to help ensure you have secure and convenient access to your online banking services.

PROMPT 5 ANALYSIS



Accuracy and factual correctness

Accuracy: needs bank-specific details
Correctness: standard password reset procedure

Accuracy: needs more detail on troubleshooting
Correctness: standard password reset procedure

Accuracy: specific to SecureBank
Correctness: standard password reset procedure, provides actual contact info

Clarity and coherence of writing

Clarity: clear, direct language
Coherence: “Additional tips” section seems disconnected, screenshot reference might be confusing

Clarity: well-structured and more user-friendly, good placement of tips at the end
Coherence: logical flow with simple, actionable language

Clarity: easy to follow language
Coherence: highly coherent with logical flow, smooth transitions

Adherence to technical writing principles

Organization: steps are sequential and organized, headers might help with scanning
Audience awareness: general audience, but geared for more technically experienced users
Visual cues: bullet are helpful, headings and bolding would help visuals
Voice: friendly and instructional

Organization: excellent structure with separated, numbered steps
Audience awareness: crafted for a broad audience, balancing simplicity and complexity
Visual cues: clean layout, could use bolding for emphasis
Voice: friendly and supportive, reassuring, trust-building

Organization: excellent organization with steps spelled out,
Audience awareness: highly aware of audience, using detailed text and visual cues to guide
Visual cues: uses images and descriptive captions
Voice: professional and approachable

Similarities

Organization: sequential, step-by-step guide, start with general introduction
Audience awareness:

Organization: sequential, step-by-step guide, start with general introduction
Audience awareness:

Organization: sequential, step-by-step guide, start with general introduction
Audience awareness:

PROMPT 5 ANALYSIS

Gemini

cohere

Claude

Differences

have a supportive tone, security focus

Organization: not as streamlined, more steps, lacks clear separation between main steps and supporting details
Audience awareness: written for a general audience, lacks details for users with less expertise
Visual cues: lacks visual aids which is a limitation
Voice: slightly impersonal

have a supportive tone, security focus

Organization: more structured flow, one action per step
Audience awareness: written for a broad audience, balance between simplicity and accessibility
Visual cues: no visual elements, but concise enough to be effective
Voice: more conversational and empathetic

have a supportive tone, security focus

Organization: most well-organized with clear steps and placeholders for screenshots, has good separation of content, uses headers
Audience awareness: highly tailored to SecureBank, detailed, platform-specific information, visual elements are ideal for users who need visual confirmation
Visual cues: best at using visual cues, screenshots, enhance usability
Voice: friendly and customer-focused