

No. 12

AI ASSISTANTS

Working with Claude

A practical guide to Anthropic's AI assistant for professionals



oJAYo.com

oJAYo

OJAYO SERIES · NO. 12

Working with Claude

A practical guide to Anthropic's AI assistant for professionals

oJAYo
Published by oJAYo.com

FREE SAMPLE · Get the full book at ojayo.com

Working with Claude

A practical guide to Anthropic's AI assistant for professionals

First edition, 2026. Copyright © 2026 oJAYo. Published by oJAYo.com. All rights reserved. No part of this book may be reproduced or shared without written permission, except for brief quotations in reviews.

This book is an independent publication. Anthropic and Claude are trademarks of Anthropic, PBC. Other product names are trademarks of their respective owners. oJAYo.com is not affiliated with, sponsored by or endorsed by Anthropic or any other vendor named in this book.

The information in this book is provided for general education. AI products, features, plans and policies change frequently; always confirm details in the vendor's current documentation. Screens marked “Illustration” are simplified drawings, not captures of real software. Company and person names in examples are fictional.

[ISBN: add if registered]

FREE SAMPLE · Get the full book at ojayo.com

CONTENTS

How to use this book 1

PART I · FOUNDATIONS

1 What Claude is 4

2 Where you can use Claude 7

3 Privacy, security and responsible use 10

PART II · GETTING GREAT RESULTS

4 Prompting fundamentals 15

5 Iterating and verifying 19

6 Working with documents and data 23

7 Projects and reusable workflows 26

PART III · PROFESSIONAL USE

8 Use cases for security and SAP professionals 31

9 Agents, tools and connectors 35

10 Rolling out Claude to a team 39

11 Worked examples 42

12 Checklists and prompt templates 46

Glossary 49

Further reading 51

FREE SAMPLE · Get the full book at ojayo.com

BEFORE YOU BEGIN

How to use this book

What this book covers, who it is for, and how to use it.

Claude is an AI assistant made by Anthropic. Professionals use it to draft documents, analyze information, write code, learn new topics and, increasingly, carry out multi-step tasks with tools. Used well, it saves hours each week. Used carelessly, it can produce confident mistakes or expose data that should have stayed private.

This book is a **practical guide** for professionals who want the benefits without the pitfalls. It explains how Claude works in plain language, how to get consistently good results, and how to use it safely at work, with examples for security, IT and SAP teams.

Who this book is for

- **Professionals** starting to use Claude at work.
- **Security, IT and SAP specialists** who want practical, safe use cases.
- **Team leads** introducing AI assistants to their teams.
- **Risk and compliance** staff who need to understand how these tools handle data.

How the book is organized

- **Part I: Foundations** (Chapters 1 to 3): what Claude is, where you can use it, and privacy and responsible use.
- **Part II: Getting great results** (Chapters 4 to 7): prompting, iterating and verifying, working with documents and data, and reusable workflows.

FREE SAMPLE · Get the full book at ojayo.com

- **Part III: Professional use** (Chapters 8 to 11): use cases for security and SAP work, agents and tools, rolling out to a team, and worked examples.
- **Chapter 12** has checklists and prompt templates.

Conventions

TIP
Practical advice you can apply straight away.

IN PRACTICE
Examples from security, IT and SAP work.

WATCH OUT
Common mistakes and risks.

Diagrams are original. Screens marked **Illustration** are simplified drawings, not real product screens. Example prompts are written for this book. People and companies are fictional.

A NOTE ON A FAST-MOVING PRODUCT
AI products change quickly: models, features, plans, limits and policies are updated often. This book focuses on lasting skills and principles. For current features and policies, check Anthropic's documentation at docs.claude.com and the help center at support.claude.com. This book is independent and not endorsed by Anthropic.

FREE SAMPLE · Get the full book at ojayo.com

PART I

Foundations

What Claude is and how it works, the places you can use it, and how to use it responsibly with company data.

FREE SAMPLE · Get the full book at ojayo.com

CHAPTER 1

What Claude is

You do not need to understand the mathematics to use Claude well. A simple mental model of how it works prevents most mistakes.

A large language model

Claude is a **large language model** (LLM) built by Anthropic, an AI safety and research company. An LLM is trained on large amounts of text to predict and generate language. Through that training, and further training to be helpful, honest and harmless, it learns to:

- understand and write natural language in many styles and languages;
- follow instructions;
- reason through problems step by step;
- read and write code;
- work with documents, images and data you provide.

Anthropic offers several models in **families** that balance capability, speed and cost (historically named Opus, Sonnet and Haiku). Newer models generally perform better; check Anthropic's documentation for the current line-up.

A useful mental model

Think of Claude as a **very well-read, fast, tireless colleague** who:

- knows a great deal about many topics, but not your company, your systems or what happened this morning, unless you tell it or give it tools to look;
- writes fluently, which makes mistakes sound convincing;
- works best with **clear instructions and context**;

FREE SAMPLE · Get the full book at ojayo.com

- does not remember previous conversations unless the product provides a memory or project feature that brings information in.

Strengths

Strength	Examples
Writing and editing	Drafts, rewrites, summaries, tone changes
Analysis	Comparing documents, finding gaps, structuring messy information
Explaining	Teaching concepts at any level, answering follow-up questions
Coding	Scripts, queries, debugging, explaining code
Brainstorming	Options, risks, questions you might have missed
Transformation	Converting formats, notes to tables, text to checklists

Limitations

- **Errors and invented details.** Like all LLMs, Claude can state incorrect facts or make up specifics, names, numbers, references, that sound plausible. This is often called *hallucination*.
- **Knowledge cutoff.** The model's built-in knowledge stops at a training cutoff date. Recent events require **web search** or documents you provide.
- **No hidden access.** Claude only knows what is in its training and in the current context: your messages, files, and any tools or connectors you enable.
- **Calculation and exact counting** can go wrong in plain text; asking Claude to use code (where available) is more reliable for numbers.
- **Judgement is yours.** Claude can advise, but accountability for decisions, legal, financial, security, stays with people.

FREE SAMPLE · Get the full book at ojayo.com

WATCH OUT

The most dangerous output is not obviously wrong, it is **plausibly** wrong. Fluent, well-structured text can hide an incorrect transaction code, regulation or figure. Verify what matters (Chapter 5).

Honesty and safety by design

Anthropic designs Claude to be helpful while avoiding harm, for example, declining to help with clearly dangerous requests, and aiming to say when it is unsure. You will get better results if you **invite** that honesty: ask Claude to flag uncertainty, state assumptions and say when information is missing.

TIP

Add a line like *"If you are not sure about a fact, say so rather than guessing"* to prompts where accuracy matters. It encourages clearer signals about confidence.

KEY TAKEAWAYS

- Claude is a **large language model** from Anthropic, offered in several **model families**.
- Think of it as a **knowledgeable colleague** who needs **context** and whose work you **check**.
- Strengths: **writing, analysis, explaining, coding, brainstorming, transformation**.
- Limits: **plausible errors, knowledge cutoff, no hidden access, exact calculation**.
- **Invite honesty** about uncertainty; keep **accountability** with people.

FREE SAMPLE · Get the full book at ojayo.com

CHAPTER 2

Where you can use Claude

Claude is available in several places. Choosing the right one for the job, and the right plan for your data, matters.

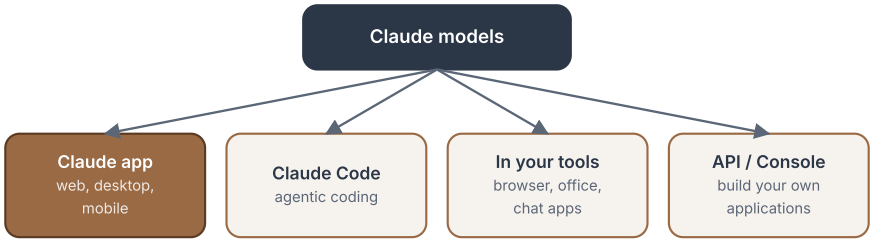


Figure 2.1 The same underlying models are available through different products. Pick the one that fits the task and your organization's policies.

The Claude app

The **Claude app**, on the web, desktop and mobile, is where most people start. Typical capabilities include:

- **chat** with Claude about anything, with file and image uploads;
- **projects** that bundle instructions and knowledge for a topic (Chapter 7);
- **artifacts**: documents, code, diagrams or small apps created alongside the chat that you can view, edit and reuse;
- **web search** for current information, where enabled;
- **connectors** to other tools and data sources, where your plan and administrator allow it.

Available features vary by plan and change over time; check the help center for the current list.

FREE SAMPLE · Get the full book at ojayo.com

Plans

Anthropic offers **individual** plans (such as Free, Pro and Max) and **business** plans (such as Team and Enterprise). For work use, the difference that matters most is not price but **terms and controls**:

- business plans come with **commercial terms**, organization-level **administration** and **data controls**;
- individual plans are governed by **consumer terms**, with settings each user controls.

Chapter 3 explains why this matters for company data. Always follow your organization's policy on which plan and account to use.

Claude Code

Claude Code is Anthropic's agentic coding tool. It can read a codebase, make changes, run commands and work through multi-step programming tasks, with the developer approving actions. It is used from the terminal and other surfaces. For IT teams it is useful for scripts, automation and understanding unfamiliar code, with the usual safeguards for anything that touches production.

Claude in your other tools

Claude is also available inside tools people already use, for example as a browser extension and in office and collaboration suites. These integrations bring Claude to where the work is, but they also widen what Claude can see and do, so review permissions carefully (Chapter 9).

The API

Developers can build Claude into their own applications through the **Claude API** (managed via the Claude Console), and Claude models are also offered through major cloud platforms. API use is governed by commercial terms and is how organizations create custom assistants, document-processing pipelines and agents.

FREE SAMPLE · Get the full book at ojayo.com

Choosing where to work

Need	Good starting point
Drafting, analysis, learning	Claude app
Recurring work on a topic with shared documents	A project in the Claude app
Building or changing code	Claude Code
Working inside a browser or office documents	The relevant integration, if approved
A custom tool for your team or customers	The API

IN PRACTICE

An SAP security team might use projects in the Claude app for audit preparation, Claude Code for scripts that analyze authorization exports, and, later, an API-based internal tool that answers employees' access questions from approved documentation.

KEY TAKEAWAYS

- The **Claude app** offers chat, projects, artifacts, search and connectors (by plan).
- **Business plans** add commercial terms, administration and data controls.
- **Claude Code** handles agentic coding; **integrations** bring Claude into other tools.
- The **API** lets developers build their own applications.
- Choose the surface by **task** and by **policy**.

FREE SAMPLE · Get the full book at ojayo.com