

LESSON SCRIPT

Module 5

5.6 Lesson 6 Transcript



The image shows a composite of three elements related to ChatGPT. At the top left is a bar chart with three bars: a teal bar at 48%, an orange bar at 19%, and a red bar at 26%. Below it is a radar chart with a blue shaded area. On the right is a dark-themed interface titled 'ChatGPT' with three columns: 'Examples', 'Capabilities', and 'Limitations'. The 'Examples' column contains three prompts: 'Explain quantum computing in simple terms' →, 'creative ideas for a 10 year old's birthday?' →, and 'How to make an HTTP request in Javascript?' →. The 'Capabilities' column lists: 'Remembers what user said earlier in the conversation', 'Allows user to provide follow-up corrections', and 'Trained to decline inappropriate requests'. The 'Limitations' column lists: 'May occasionally generate incorrect information', 'May occasionally produce harmful instructions or biased content', and 'Limited knowledge of world and events after 2021'.

| Examples | Capabilities | Limitations |
|---|--|---|
| "Explain quantum computing in simple terms" → | Remembers what user said earlier in the conversation | May occasionally generate incorrect information |
| creative ideas for a 10 year old's birthday?" → | Allows user to provide follow-up corrections | May occasionally produce harmful instructions or biased content |
| How to make an HTTP request in Javascript?" → | Trained to decline inappropriate requests | Limited knowledge of world and events after 2021 |

Welcome to a lesson about writing business emails with ChatGPT. In this short lesson, we'll take a look at writing business emails with ChatGPT. And why is this a short lesson? Well, it's pretty easy to get started. The real key here is in iterating your prompts. You need to give feedback to ChatGPT. How? Let's get started.

So I'm giving some context to ChatGPT about who I am, where I work, and what my goals are. Then I ask it to, "I want you to write an email that I can send to a supplier that I found online. The website of the supplier is mangomaterials.com. Keep the email short and friendly and suggest a few days for a 30-minute video call."

You can actually even send a screenshot of your calendar and tell ChatGPT to have a look for a free spot. Of course, you have to be careful with this. If there are sensitive information in your calendar, you might not want to do this. And then ChatGPT did indeed give us quite a nice email. So here's the start. And again, feel free to pause it if you want to read the full email.

"But I think the email is too wordy. Make it shorter and more engaging."

So here we go. Quite a short email with indeed three dates that it suggests to have a meeting.

"That's already better. Please add a few lines at the end of the email explaining what I'm looking for."

And again, this helps to make sure the supplier is prepared for the conversation you want to have. So there we go. ChatGPT used the input we gave in the beginning of this conversation, and it added a paragraph about the fact that we aim to find suppliers that are not just offering competitive prices, but who also meet strict environmental and ethical standards. Pretty cool.

"I like it. Any other suggestions of things I should include?"

Include? Again, sometimes if you don't know how to improve it yourself or how to leverage ChatGPT, just ask ChatGPT for ways it can help you. So yes, indeed, it did come up with a few suggestions. So to mention specific materials, give a brief overview of your company's achievements or goals, reference their work of projects, flexibility and contact information.

So here are five suggestions of ChatGPT, which I think are pretty good. So we can say, yeah, sure, let's add in three and four. You can literally just type three and four and then hit the enter button and ChatGPT will rewrite the email based on the suggestions.

So this is a pretty good habit to have when you wrote an important email to put it to ChatGPT, anonymized of course, and then ask ChatGPT for recommendations on how you can improve the email.

Because sometimes it will come up with some pretty unique angles, which in the end do make a lot of sense. Some final thoughts. As you saw, writing emails with ChatGPT works quite well. Make sure to keep on iterating and keep on giving feedback to optimize your emails.

The more specific you are, the better the output. Again, if you've got any questions, drop them below and we'll get back to you ASAP. See you in the next lesson.