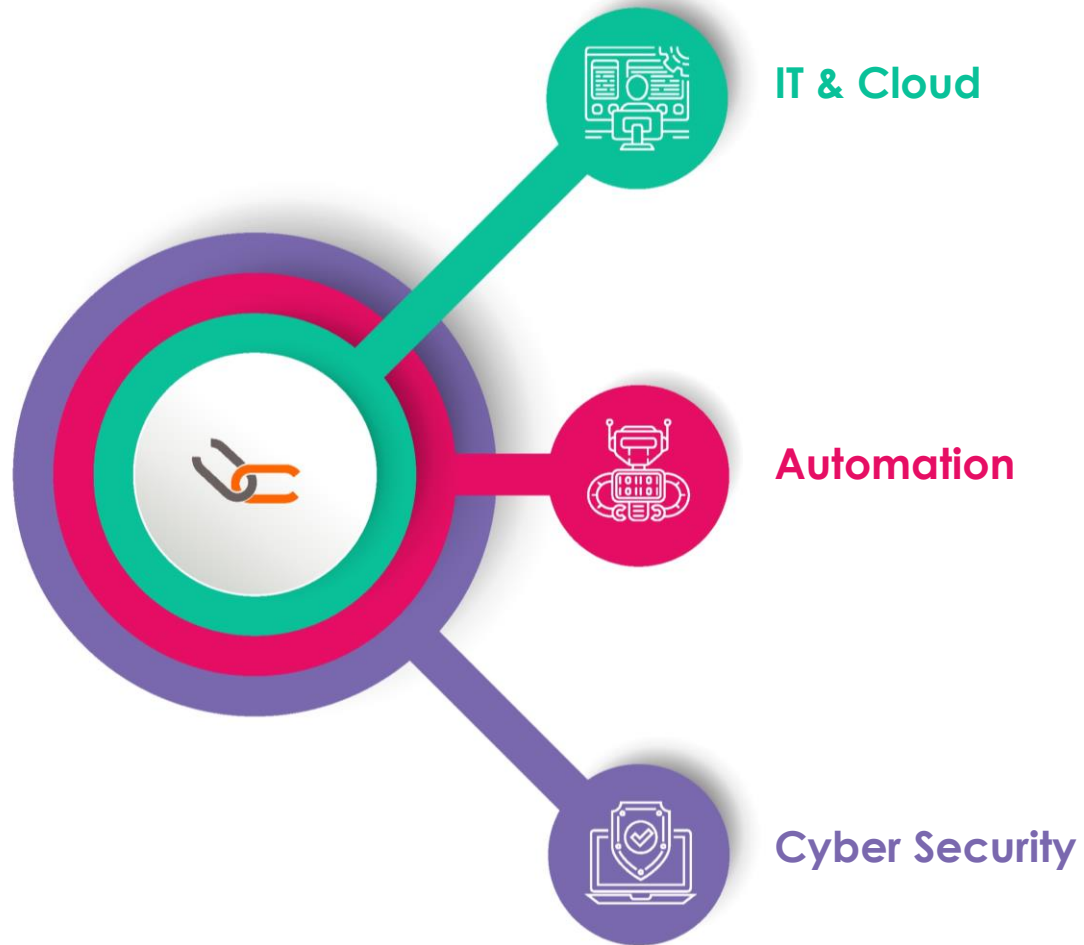


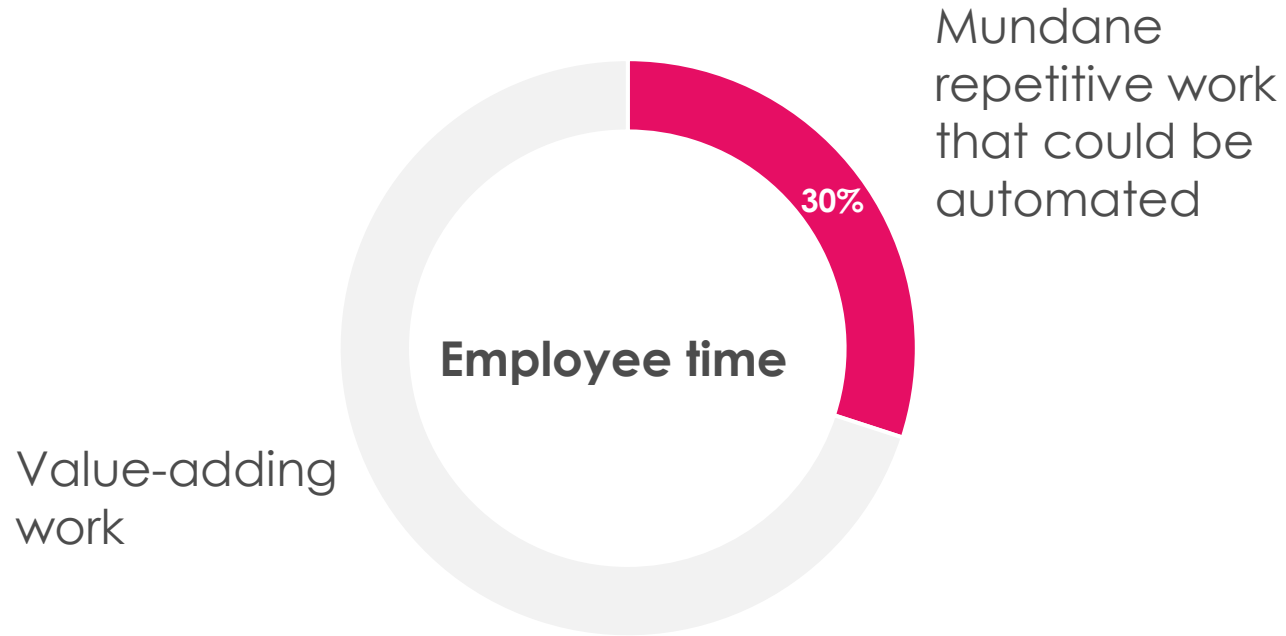
A 3D bar chart with four bars of increasing height from left to right. A white sphere is placed on top of the tallest bar. The bars and sphere are rendered in a light gray color with soft shadows on a white background.

The ChatGPT advantage: *Harnessing AI across your business*

About us



Why Automation?



Agenda



What is ChatGPT?



How to use it (and how not to use it)



Q&A



What is ChatGPT?

The Story to Date



2015

 **OpenAI**

founded



2016

 **GPT**

development commences



2019

 **Microsoft**

partners with OpenAI



2022

 **Chat GPT**

released to the public



2023

 **Microsoft**

 **Bing**


Copilot




GPT4




Khan Academy


Meta

stripe


Amazon Bedrock

 **Bard AI**

X.AI



So... who's using it, and how much are they using it?

We asked the question...

Using it a lot 50%



Not sure how to use it 17%



Nervous about our data 16%



Decided not to use it 17%



Statistics + Data



GPT

Using the prompt that you give ChatGPT,

what's the most likely next word... plus the most likely next word after that...

= most likely answer



The Interface



Start a new conversation

Existing conversations

Settings

ChatGPT

Examples	Capabilities	Limitations
"Explain quantum computing in simple terms" →	Remembers what user said earlier in the conversation	May occasionally generate incorrect information
"Got any 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 do I make an HTTP request in Javascript?" →	Trained to decline inappropriate requests	Limited knowledge of world and events after 2021

Prompt

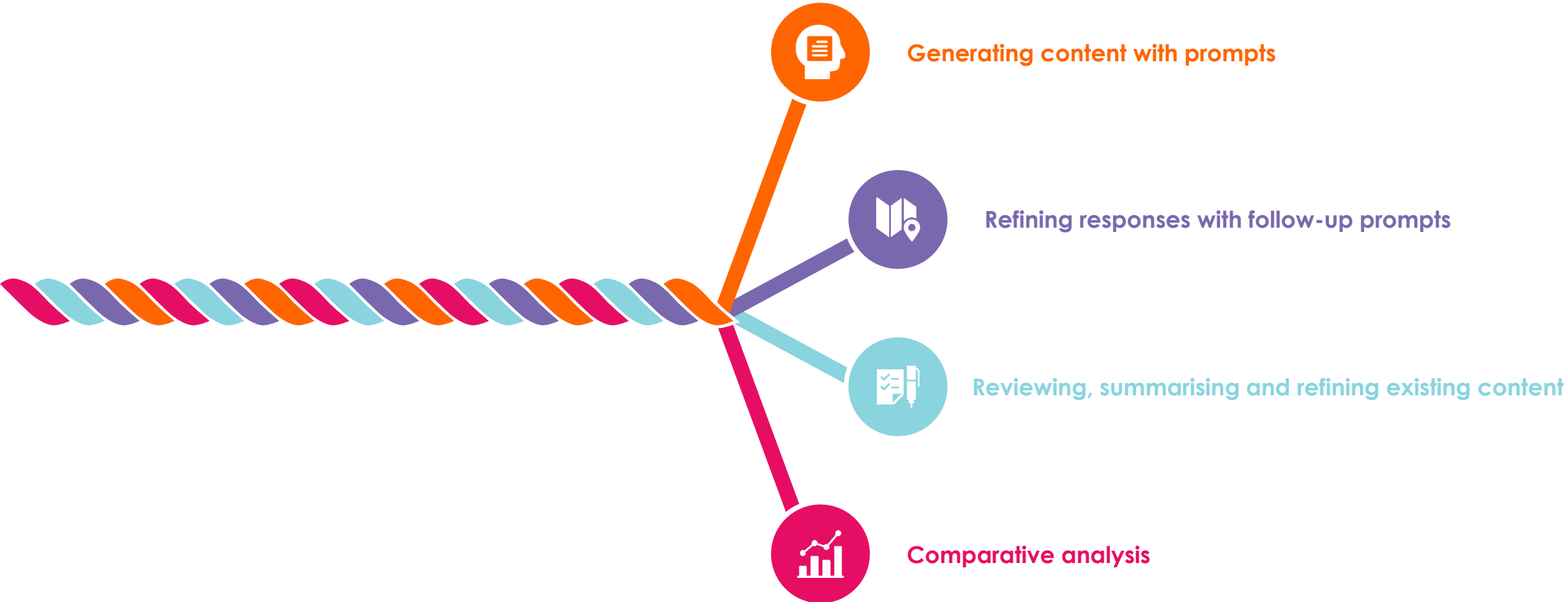
Send a message.

Free Research Preview. ChatGPT may produce inaccurate information about people, places, or facts. [ChatGPT May 3 Version](#)

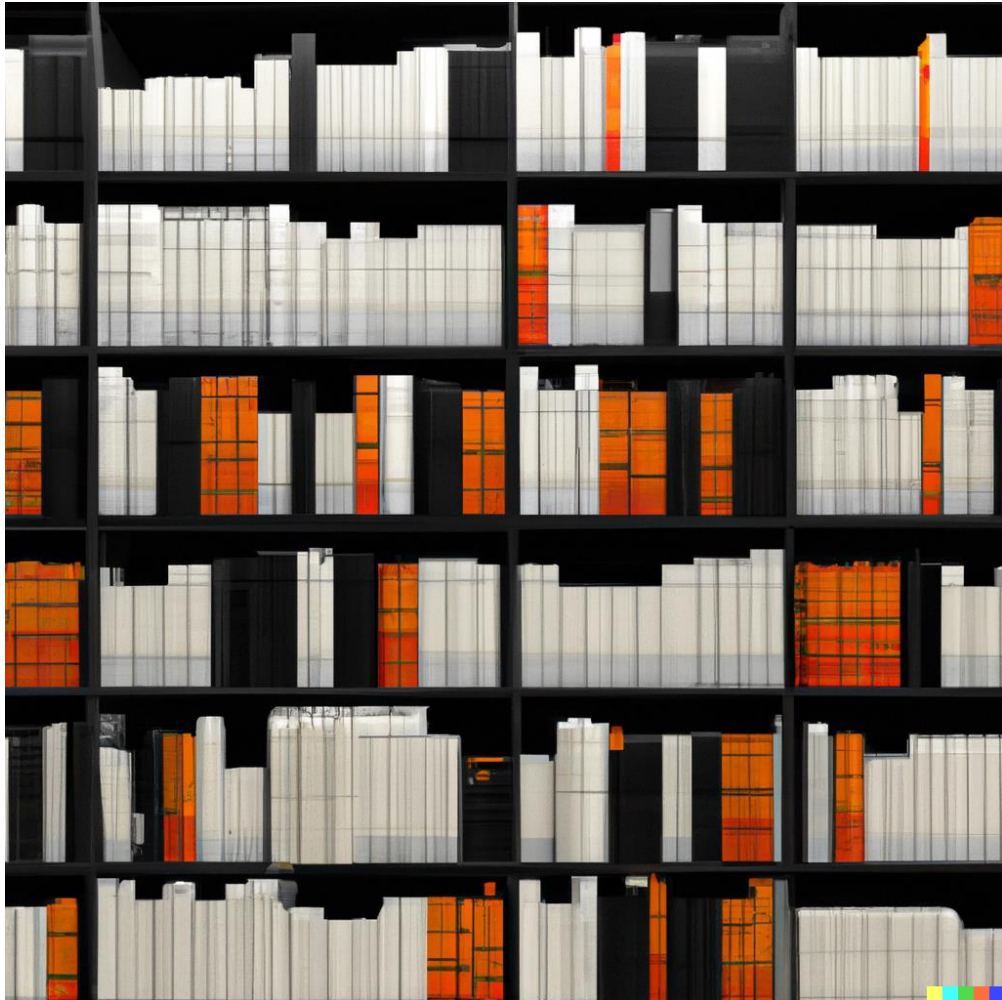


Getting the most out of ChatGPT

ChatGPT abilities



Ask specific questions



The more specific and clear your prompt is,
the higher the quality of the answer.

Ask refining questions

Explain it as though I was 12 years old

Make the tone friendlier

Put the answer into a table

Explain it in more detail

Rewrite this in the style of Yoda



A conversation with ChatGPT

A starting point

I am the CIO of a large company. As an IT expert, write me an agenda for a monthly meeting with our leadership team. The meeting will be for two hours (include timings for each agenda item)




A follow up

Write me an email summarising this agenda for distribution to attendees



A starting point

As a finance expert, explain the term Capital Structure and how I would go about articulating what our company's Capital structure is. Explain it at the level that a high school graduate would understand. 

A ridiculous follow-up

Now write me a song about this, including guitar chords, in the style of Bob Marley



A starting point

I will provide you with a Job Description. We are interviewing candidates for this job. List the criteria from the Job Description in a table and add a column with suggestions on what I can ask to evaluate the candidate for each criterion and another column with a scoring mechanism from 1 (lowest) to 5 (highest) and guidance for how I should evaluate their response





Criteria	Interview Questions	Scoring Mechanism & Guidance
Bachelor's degree in Business Administration, Engineering, or related field	What is your educational background, and how does it relate to the Continuous Process Improvement Manager role?	1 - No related degree or experience, 2 - Unrelated degree with some relevant experience, 3 - Related degree with little to no relevant experience, 4 - Related degree with relevant experience, 5 - Advanced degree in a related field with relevant experience
5+ years of experience in process improvement or related field	Can you describe your process improvement experience, including the number of years you've been in this field and any significant accomplishments?	1 - Less than 3 years of experience, 2 - 3-4 years of experience, 3 - 5-6 years of experience, 4 - 7-8 years of experience, 5 - More than 8 years of experience with significant accomplishments



Reviewing, summarising and refining existing content

A starting point

I will provide you with the text from a Supplier Pack that we distribute to new suppliers. As a communications expert, write me an email that I can attach the Supplier Pack to summarising the contents. The email should be concise and simple

Strength. Performance. Passion.
Supplier Pack

2018



Refining & analysing existing content

Categorisation

this is the outline of our national credit policy. As a finance expert, evaluate if there any topics [missing](#)

2.7 Contractual Documentation Compliance 7

2.8 Current Credit Application Agreement & Standard Terms of Sale 8

2.9 Securitisation 8

2.10 Cyclic Trigger Risk Reviews 8

2.11 Payment Terms 8

2.12 Reciprocal Trade 8

- - - - -



Examples

Summarise this:

[paste your content here]



make this clearer:

[paste your content here]



Draft a response to this customer feedback.

[paste your content here]



Time Savers

Write me a learning and development plan for a financial data analyst



compare these two CVs for the position of commercial finance manager. I will provide them in separate prompts and will provide the original job description to use to evaluate them. Provide the analysis in a [table](#)



write a draft email to suppliers unsuccessful in a tender for professional services offering them time to go through feedback on their proposal



Analyst assistant

MD

In Excel I've got product name in column A price in column B and shipment volumes in column C. How do I calculate weighted average prices for products?



To calculate the weighted average price for products in Excel, you can use the SUMPRODUCT function. Here are the steps:

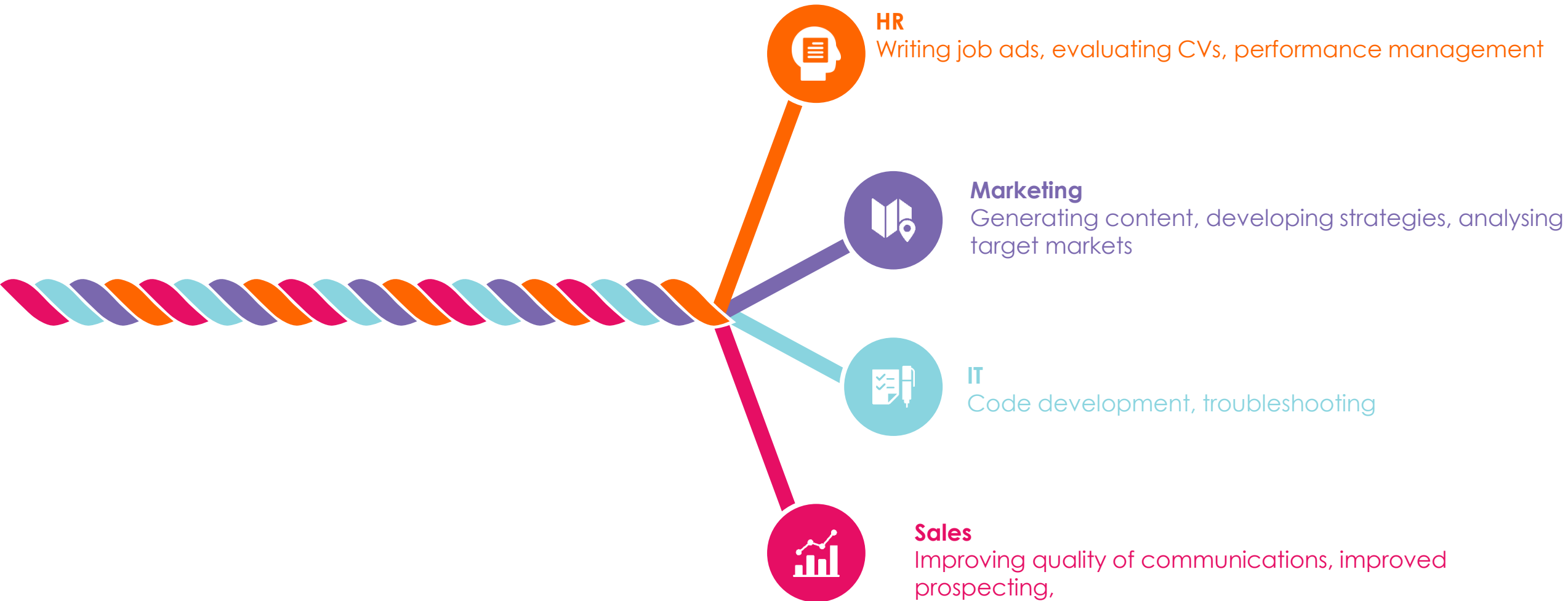


1. In an empty cell, enter the formula `"=SUMPRODUCT(B2:B10, C2:C10)/SUM(C2:C10)"` (assuming that your data range is in rows 2 to 10).
2. Replace "B2:B10" with the column range containing the prices, and replace "C2:C10" with the column range containing the shipment volumes.
3. Press Enter to calculate the weighted average price for the products.



How other functions are getting a boost from this technology?

Example business functions getting a lift





The Future...

Impacts

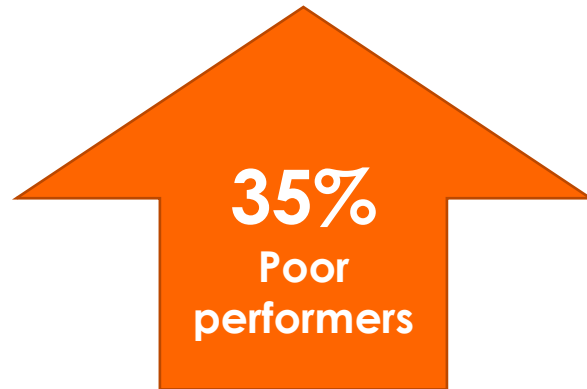
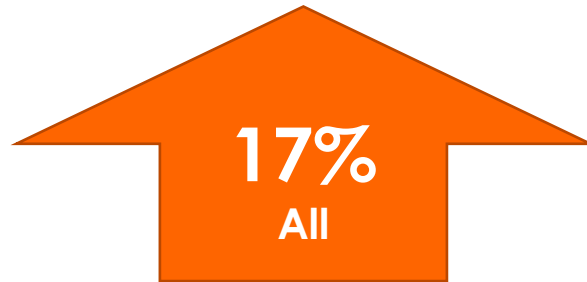
Overall productivity will increase

Administrative jobs in most industries will change

Research will become more efficient

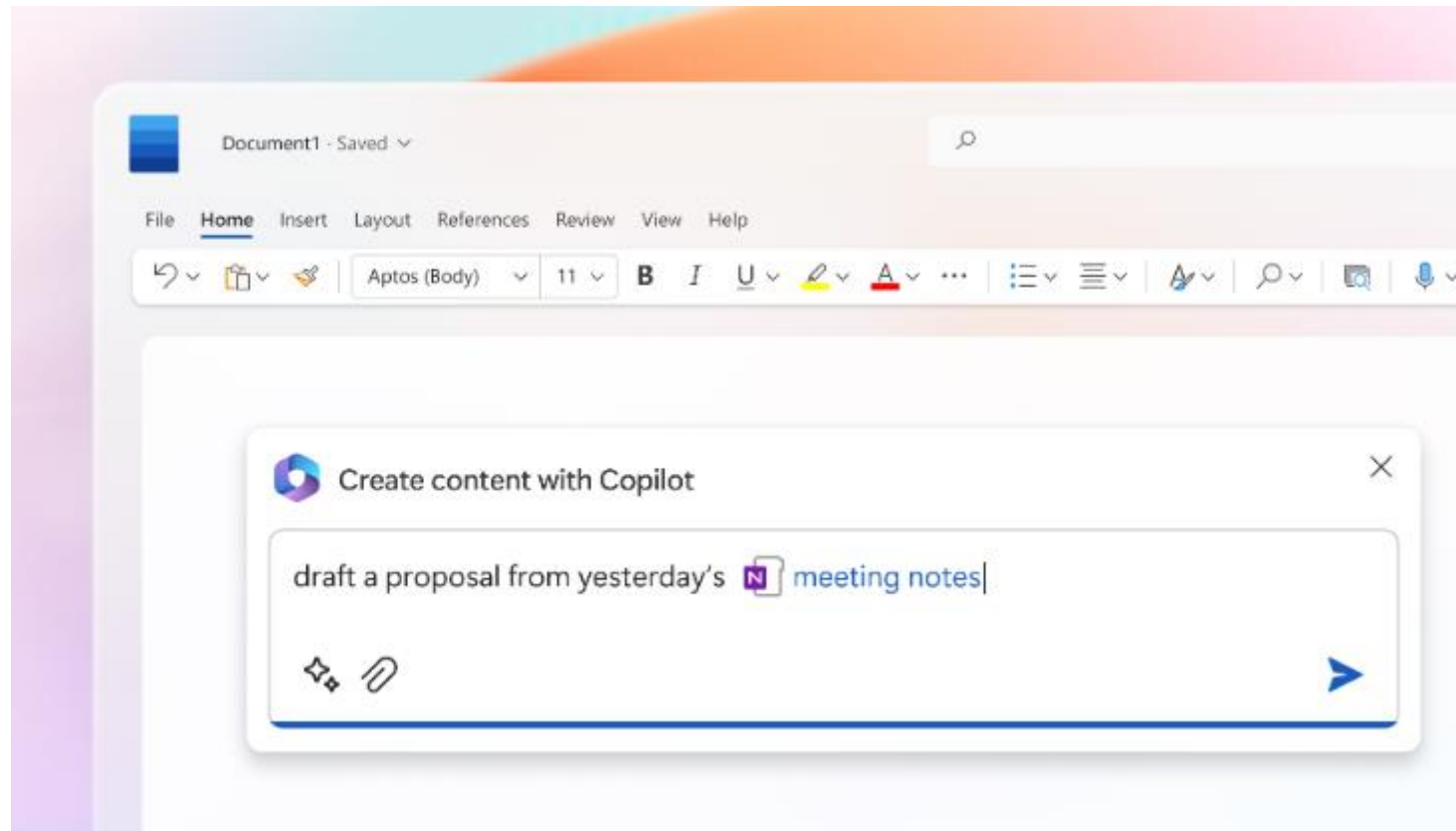
The education system will need to change

The internet search game will change



Source: Stanford & MIT study of 5000 employees on increase in productivity from using generative A.I.

Copilot





Limitations

It's not perfect

The model doesn't know anything about 2022 onwards (yet)

Often isn't a complete answer - treat the result as a starting point for you to refine

ChatGPT can generate convincing-sounding BS - check the facts

Don't put sensitive information (e.g. legal emails, financials, private client information, company IP) into the chat

Don't sign up with your work email address

Nefarious actors also get a boost (think hackers and phishing email quality)

Bard for current events

☰ Bard Experiment



↻ Reset chat

🕒 Bard Activity

❓ FAQ

📅 Updates

💬 Help & support



I'm Bard, your creative and helpful collaborator. I have limitations and won't always get it right, but your feedback will help me improve.

Not sure where to start? You can try:

[Give me some ideas to surprise my movie-loving friend on their birthday](#)

[Help me understand if lightning can strike the same place twice](#)

[Outline my blog post about summer mocktail recipes](#)

which ASX stock would have yielded the greatest return to date had I bought it on 1 January 2023





Your ideas and questions

Embedding A.I. into your work

“Start experimenting with it and learn what it can do. Find out where it's most effective and where it's least effective,”

“Companies should have crash programs to educate their workforce on them and really get up to speed.”

Digital Economy Lab at the Stanford Institute for Human-Centered AI

Workshops



The conversation about ChatGPT there to date



Any internal guidelines that we should be aware of



The audience for our next session (user training)



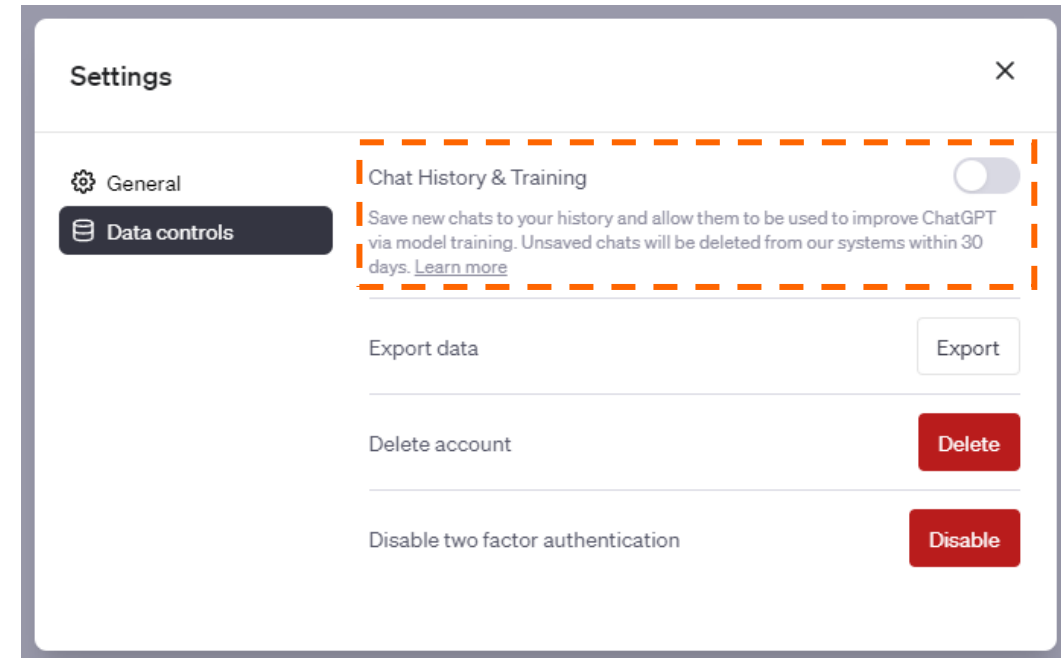
Outline of user training objectives



User Training

Next Steps

- Delete accounts set up with your work email address
- Set up a burner email account to use for ChatGPT
- Disable chat history & training
- Set ChatGPT as your homepage in your browser
- Experiment with your own processes
- Get your teams trained up to use it responsibly



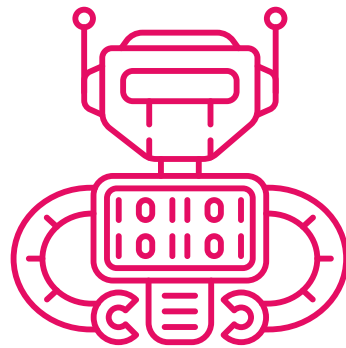
Contact Us

If you're keen to learn more about us and our services,
please reach out to me mdunn@themissinglink.com.au

or visit our website www.themissinglink.com.au



IT Infrastructure



Automation



Cyber Security