ChatGPT Part 10: Automating Work with the API and Connectors

Some work repeats every day, such as sorting requests or writing first replies, and automation can handle the repetitive part. ChatGPT can join an automation in two ways: through the API, which lets programs talk to the models, and through connectors, which link it to our apps. We follow four steps: API, flow, connect, and control. Tamer, an operations coordinator at a furniture company, uses them to handle customer enquiries.

1. API

An API is a doorway that lets one program send a request to a model and receive an answer, without anyone typing in the chat window. The question is: what do we send, and what do we get back? We send instructions and the customer's text, and we get back a reply, such as a category or a draft answer. Access needs an API key, which works like a password, so it must stay secret and never be pasted into public pages.

Example: A waiter writes each order on a slip and passes it through a window to the kitchen. The waiter uses the API question: what do we send, and what do we get back? The slip is the request, and the finished dish is the answer.

At work: Tamer's team gets many enquiries by email. He uses the API question: what do we send, and what do we get back? He sends the enquiry text with clear instructions, and he gets back a category and a short draft reply.

2. Flow

A no-code automation tool connects apps with a simple chain: a trigger starts it, and actions follow. The question is: what starts it, and what happens next? For example, a new form entry can be the trigger, then ChatGPT classifies the message, and then a row is added to a sheet and an email draft is created. We keep a person at the final step, so that outgoing emails are checked before they are sent.

Example: A school office wants every new club sign-up to reach the right teacher. The coordinator uses the Flow question: what starts it, and what happens next? A new form entry starts it, the entry is sorted by club, and the teacher gets a message.

At work: Tamer builds a chain for the enquiry form. He uses the Flow question: what starts it, and what happens next? A new entry starts it, ChatGPT sorts it, a sheet row is added, and a draft reply waits for his review.

This document is a property of Asaseeyat Academy - © Copy Right Protected.

3. Connect

Connectors, which may also appear as apps or plugins, let ChatGPT work with data in apps that we authorise, such as files or calendars, depending on our plan. The question is: what may it touch, and with what permission? We connect only what the task needs, and we give the smallest permission, such as reading a folder instead of editing everything. We also check what the company allows, because connecting an app can expose private data.

Example: A neighbour lends a spare key so that someone can water the plants. The neighbour uses the Connect question: what may it touch, and with what permission? The key opens only the front door, and it is returned afterwards.

At work: Tamer wants ChatGPT to read the product catalogue. He uses the Connect question: what may it touch, and with what permission? He connects only the catalogue folder with read-only access, and he does not connect the finance folder.

4. Control

Automation can run all day without us, so we need to watch its cost and its quality. The question is: what does it cost, and how do we notice a problem? Usage is billed by the amount of text processed, so we estimate a normal week, set a budget or usage limit where the account allows it, and check the usage page often. We also keep a log of runs, review a sample of outputs every week, and add an alert for errors or sudden spikes.

Example: A family tracks electricity use on a monthly bill. They use the Control question: what does it cost, and how do we notice a problem? A sudden rise in the bill shows that something was left running.

At work: Tamer's flow runs on every enquiry. He uses the Control question: what does it cost, and how do we notice a problem? He sets a monthly limit, reviews ten outputs every week, and gets an alert when a run fails.

Conclusion

In summary, automating with ChatGPT means four steps. We understand the API, design a flow, connect only what is needed, and control cost and quality. Before we switch anything on, the key question is simple: what happens if it goes wrong while nobody is watching?

Sources

- OpenAI Help Center: Best practices for API key safety – https://help.openai.com/en/articles/5112595-best-practices-for-api-key-safety
- OpenAI Developers: Platform documentation – https://platform.openai.com/docs
- OpenAI: API pricing – https://openai.com/api/pricing/

- ChatGPT and OpenAI are trademarks of OpenAI. This video is independent training material and is not affiliated with OpenAI.

This document is a property of Asaseeyat Academy - © Copy Right Protected.