AI BY Drink izz®

Kiss your energy

No matter your profession, age, and education, you can boost productivity with AI. In the next slides, I'll show you how to create and share GPT models, recover content, integrate AI with Knack and Google Drive, and use AI chatbots for customer support and more

Use cases based on:

ChatGPT

Chatbase

Drinkizz O.N.E

@drinkizzo.n.e1719 · 27 subscribers · 57 videos

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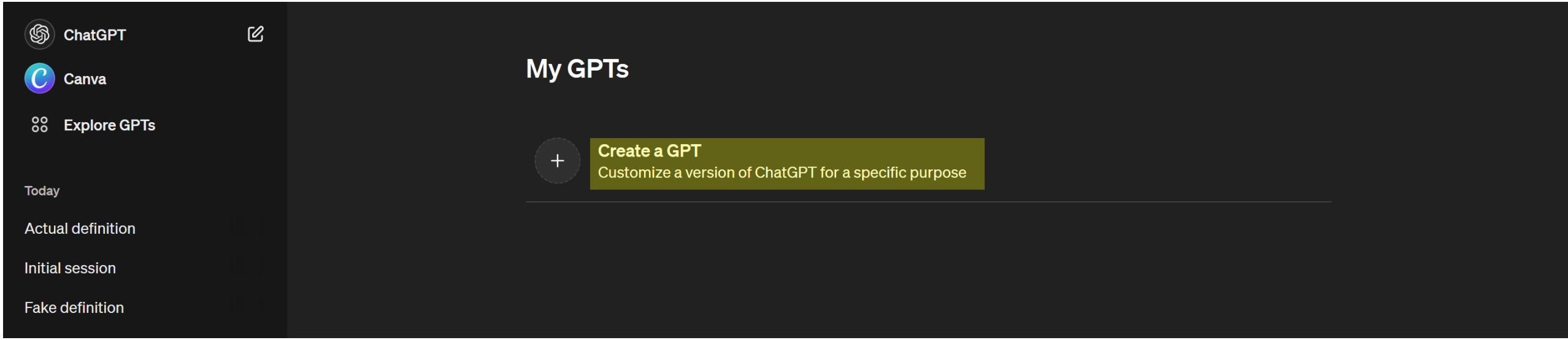
View full playlist

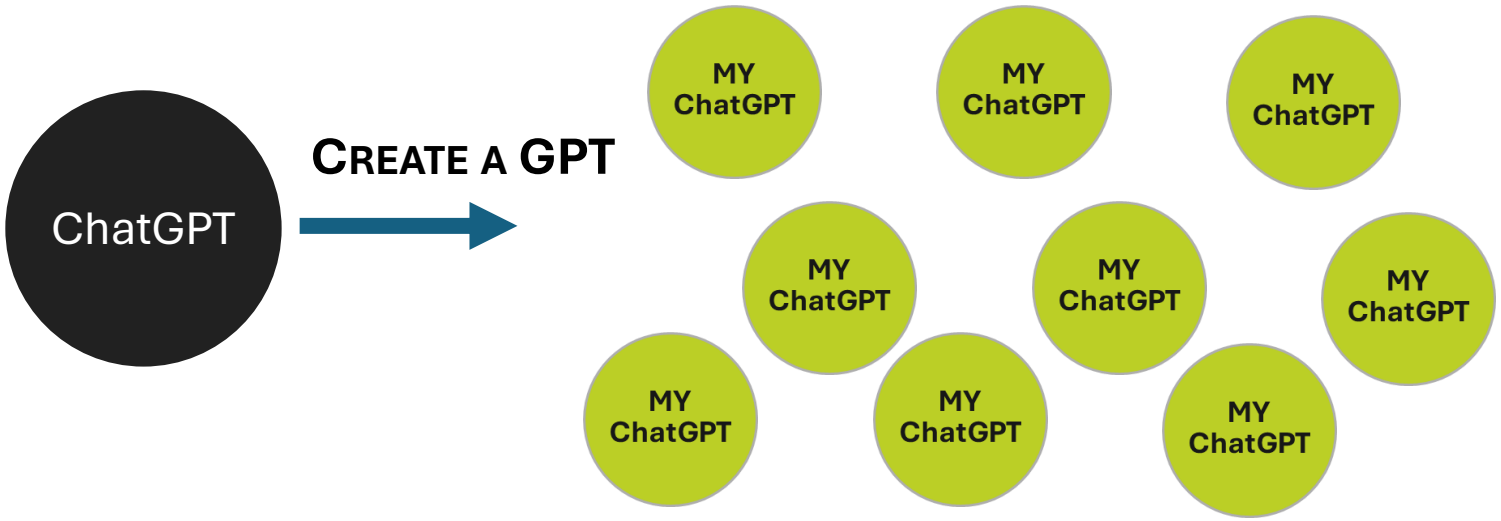
AI BY Drink izz
Kiss your energy

SESSION #2 – ENTERPRISE PRODUCTIVITY

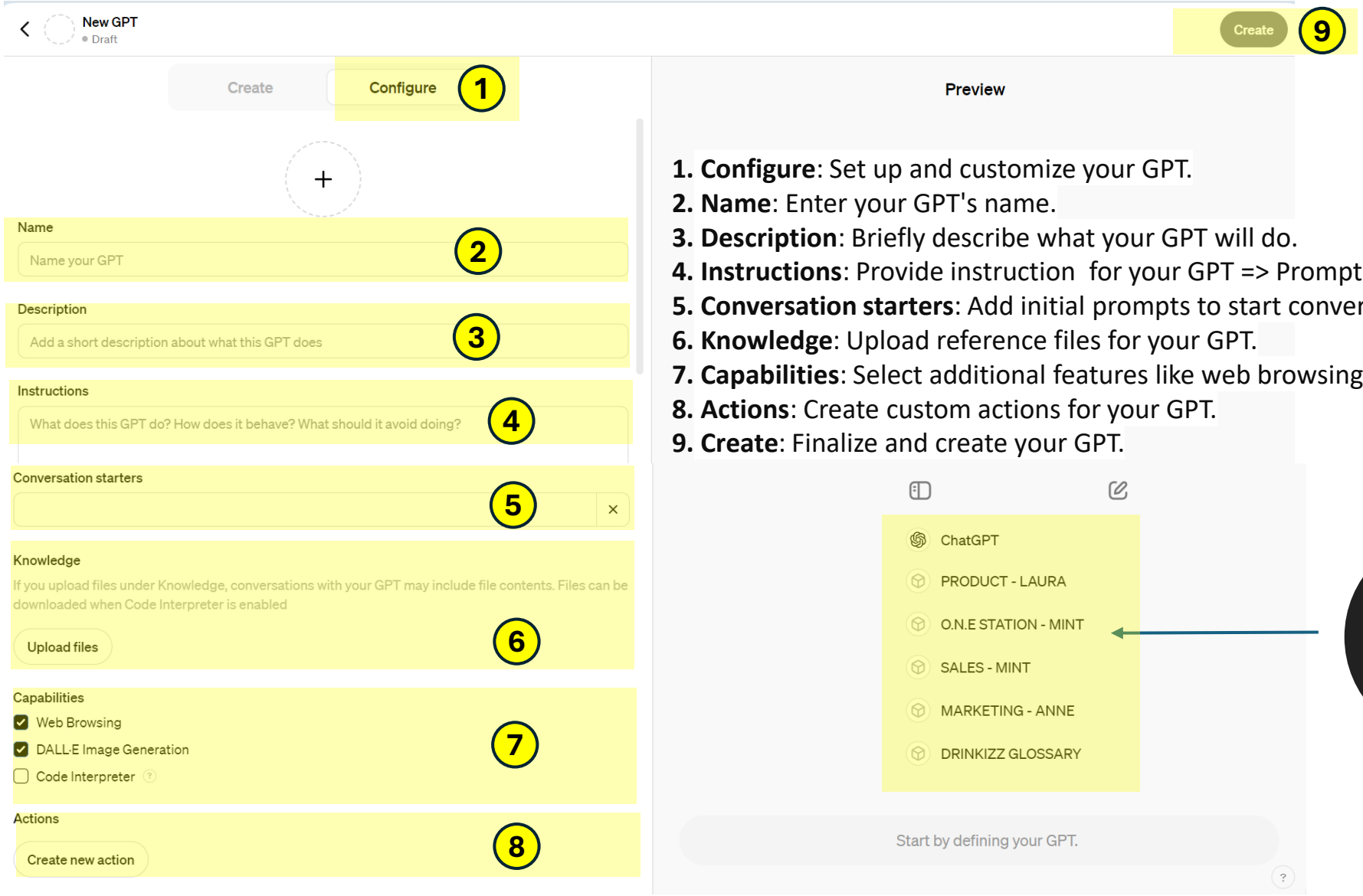
- HOW TO CREATE YOUR GPT
- HOW TO SHARE YOUR GPT
- AI ASSISTANCE TO RECOVER THE CONTENTS OF A BLURRY IMAGE OR PDF FILE
- INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,...
- AI CHATBOT FOR CUSTOMER SUPPORT
- WRITE BUSINESS PROCESSES IN CHATGPT USING YOUR OWN KNOWLEDGE
- DESIGN A BUSINESS PROCESS DIAGRAMS AND DATA MODELS IN CHATGPT

REMINDER: CREATION OF A GPT TO ACCUMULATE KNOWLEDGE





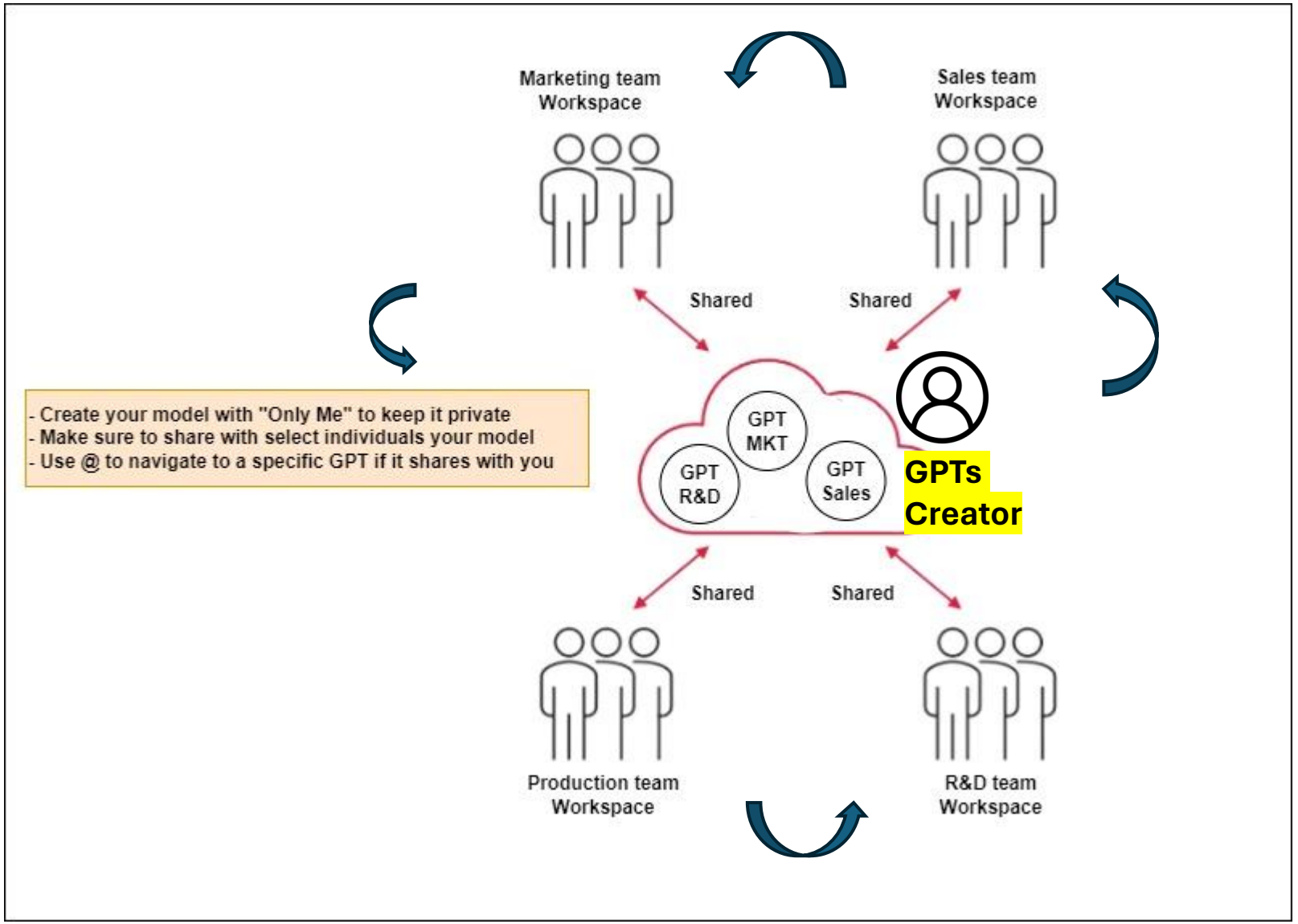
How to create your GPT

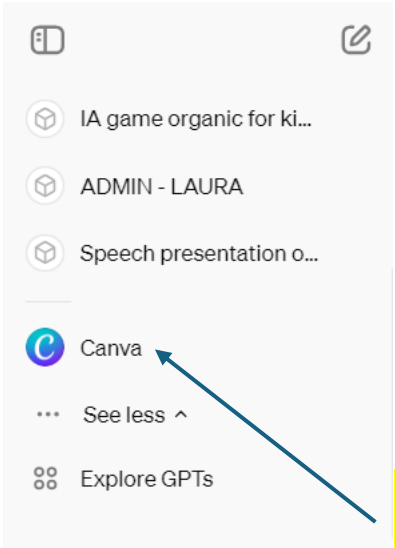


1. **Configure**: Set up and customize your GPT.
2. **Name**: Enter your GPT's name.
3. **Description**: Briefly describe what your GPT will do.
4. **Instructions**: Provide instruction for your GPT => Prompts
5. **Conversation starters**: Add initial prompts to start conversations.
6. **Knowledge**: Upload reference files for your GPT.
7. **Capabilities**: Select additional features like web browsing and image generation.
8. **Actions**: Create custom actions for your GPT.
9. **Create**: Finalize and create your GPT.

ChatGPTs created

How to share your GPT (1/2)

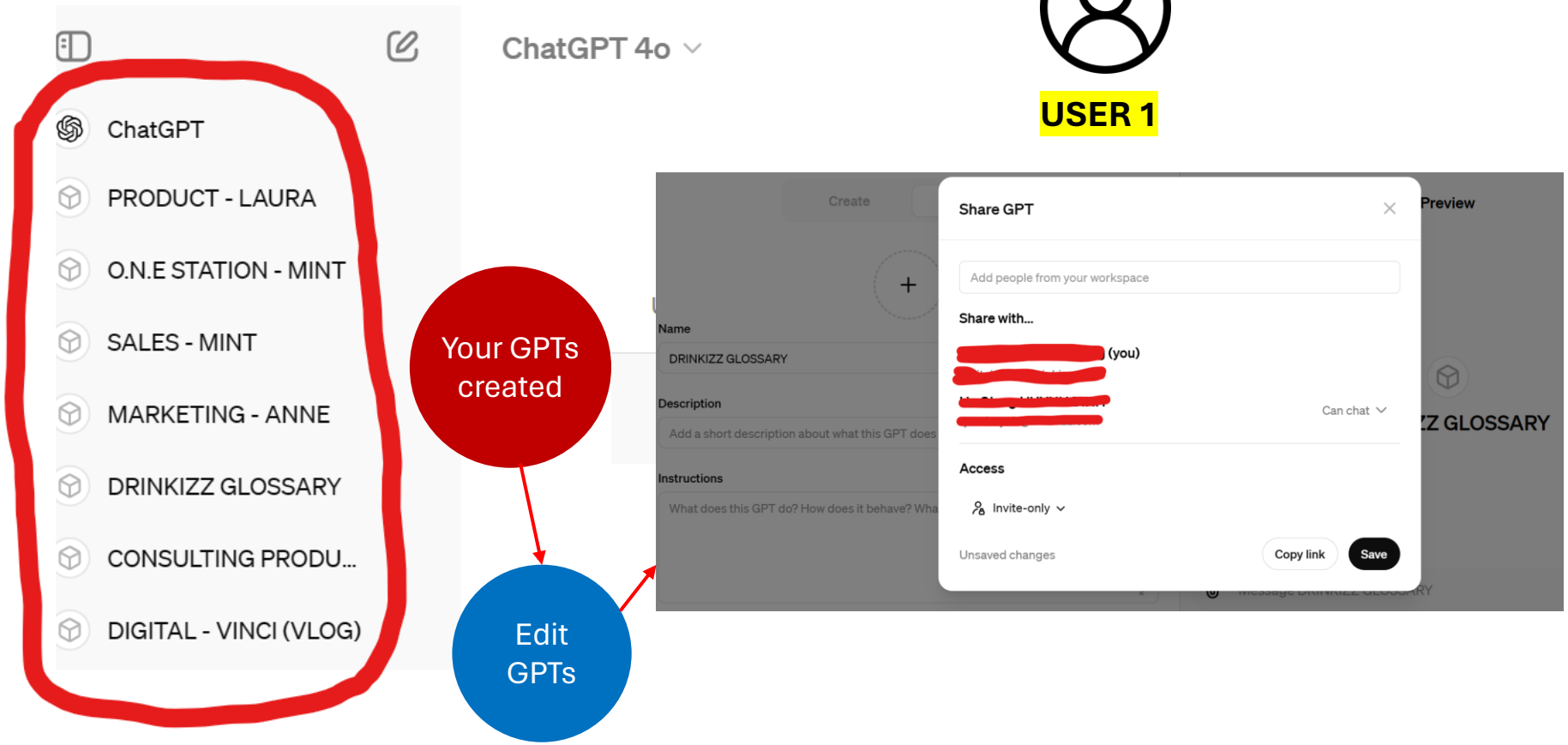




Shared private GPTs => Accessible with the "At symbol" (@).

Shared public GPT => Accessible with the "At symbol" (@).

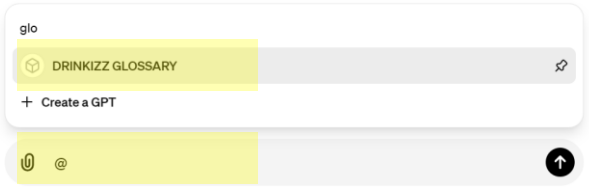
How to share your GPT (2/2)



USER 1

User 1: Creates custom GPT and shares to **User 2**

USER 2



User 2: Uses "@" to access to the GPT shared by User 1.

AI ASSISTANCE TO RECOVER THE CONTENTS OF A BLURRY IMAGE OR PDF FILE (1/2)

&

INVOICE

BILLED TO:
Imani Olowe
+123-456-7890
63 Ivy Road, Hawkville, GA, USA

Invoice No. 12345
16 June 2025

Item	Quantity	Unit Price	Total
Eggshell Camisole Top	1	$123	$123
Cuban Collar Shirt	2	$127	$254
Floral Cotton Dress	1	$123	$123

Subtotal $500

Tax (0%) $0

Total $500

Use of ChatGPT to recover the contents Of a blurry PDF file

When I ask you to process something that starts with 'image/content' or 'document/content,' please retrieve and provide the exact information contained in the document or image I provide. Do not change the meaning or provide information based on your own suggestions; I want only the content directly from the image or document. If there are unclear contents or terms that you are uncertain about, please ask me questions to clarify or inform me that you are unsure about certain parts, please specify this part too.

AI ASSISTANCE TO RECOVER THE CONTENTS OF A BLURRY IMAGE OR PDF FILE (2/2)

Original PDF invoice

&

INVOICE

BILLED TO:
Imani Olowe
+123-456-7890
63 Ivy Road, Hawkville, GA, USA 31036

Invoice No. 12345
16 June 2023

Item	Quantity	Unit Price	Total
Eggshell Camisole Top	1	$123	$123
Cuban Collar Shirt	2	$127	$254
Floral Cotton Dress	1	$123	$123
		Subtotal	$500
		Tax (0%)	$0
		Total	**$500**

A blurry PDF invoice

AI assistance to retrieve c

&

INVOICE

BILLED TO:
Imani Olowe
+123-456-7890
63 Ivy Road, Hawkville, GA, USA 31036

Invoice No. 12345
16 June 2023

Item	Quantity	Unit Price	Total
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Floral Cotton Dress	1	$123	$123
		Subtotal	$500
		Tax (0%)	$0
		Total	**$500**

A blurry PDF invoice sent to ChatGPT

Here's the extracted content from the uploaded invoice image:

&
INVOICE

BILLED TO:
Imani Olowe
+123-456-7890
63 Ivy Road, Hawkville, GA, USA 31036

Invoice No. 12345
16 June 2023

Item	Quantity	Unit Price	Total
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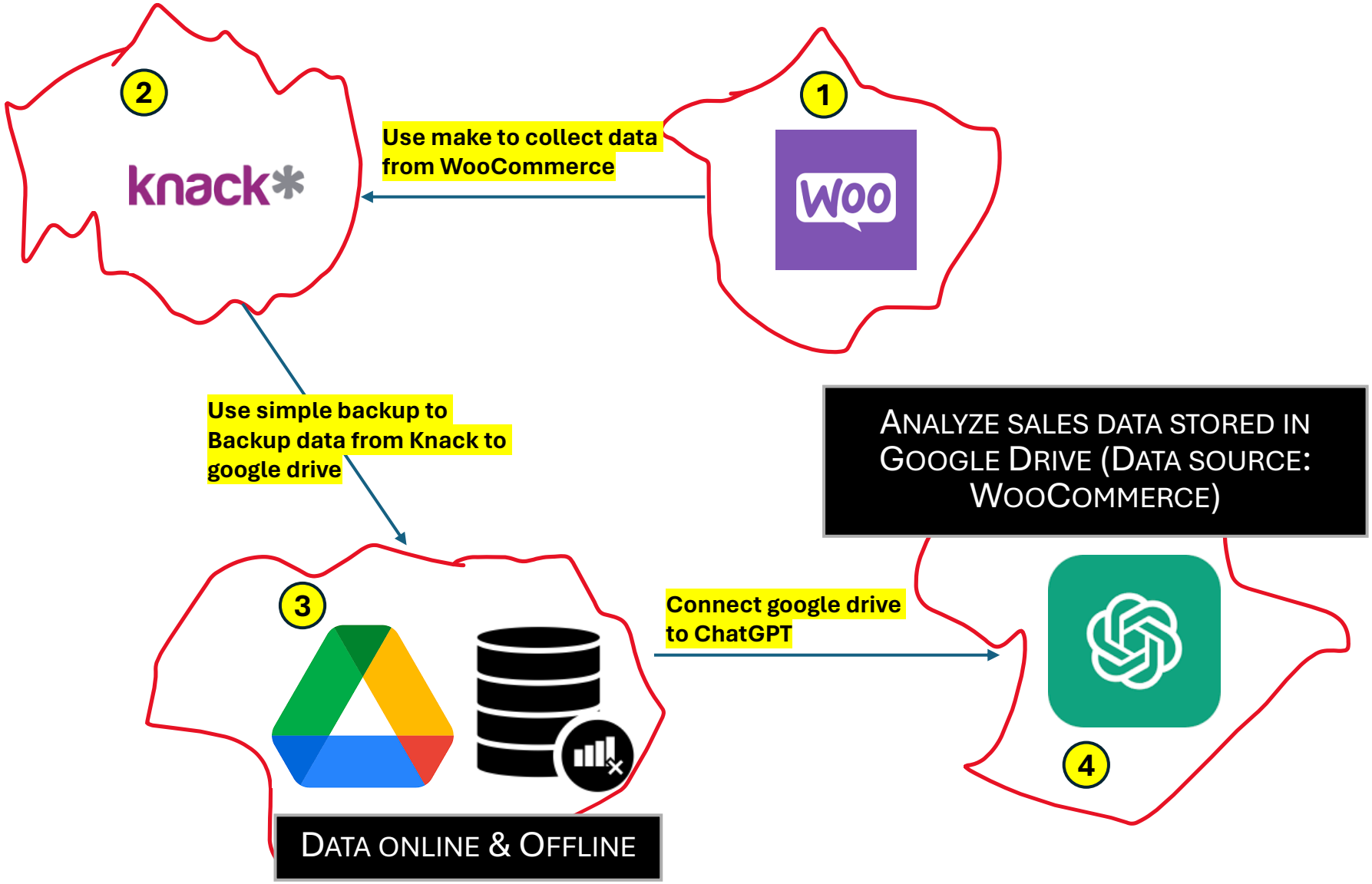
Cuban Collar Shirt	2	$127	$254
Floral Cotton Dress	1	$123	$123

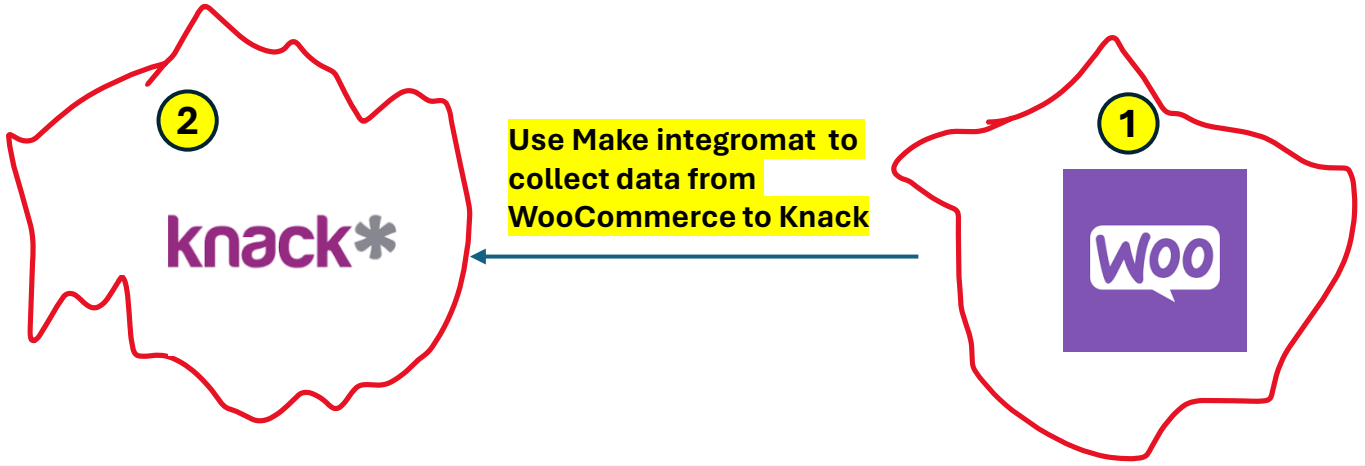
Subtotal: $500
Tax (0%): $0
Total: $500

ChatGPT result

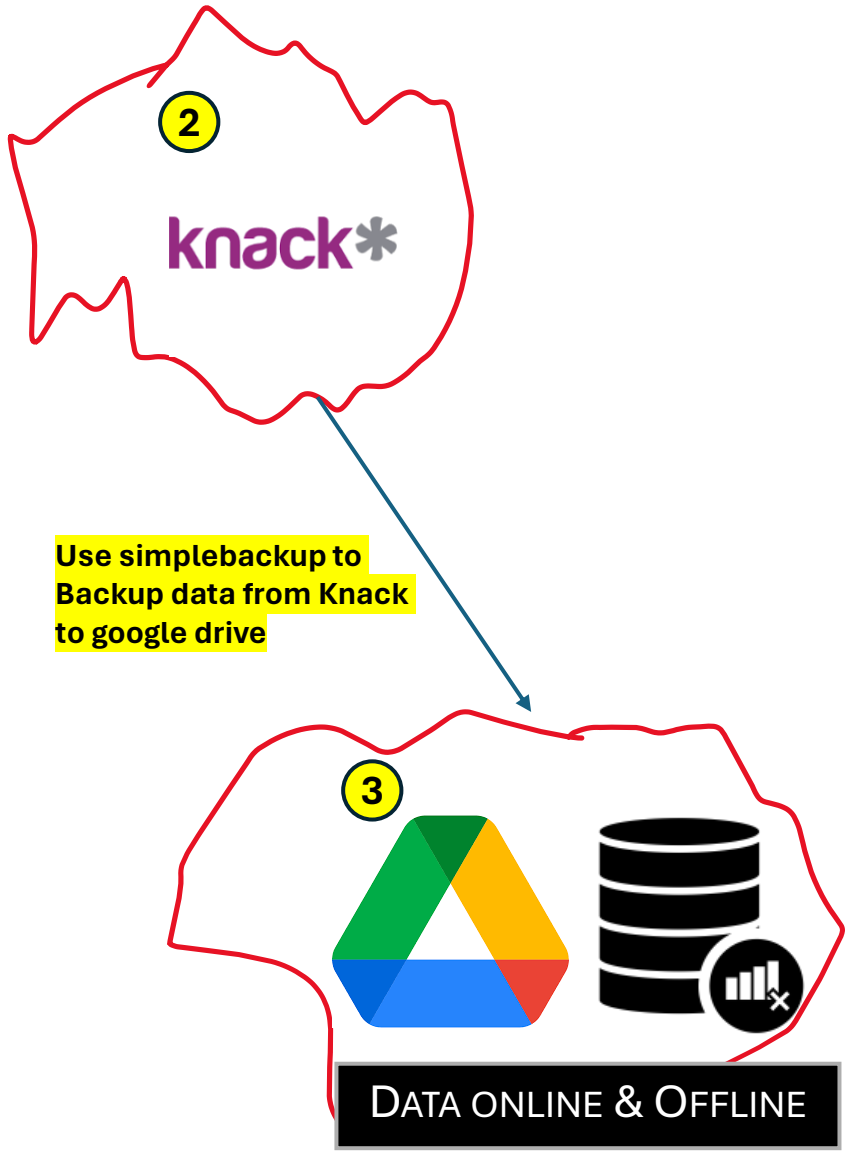
INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,... (1/6)

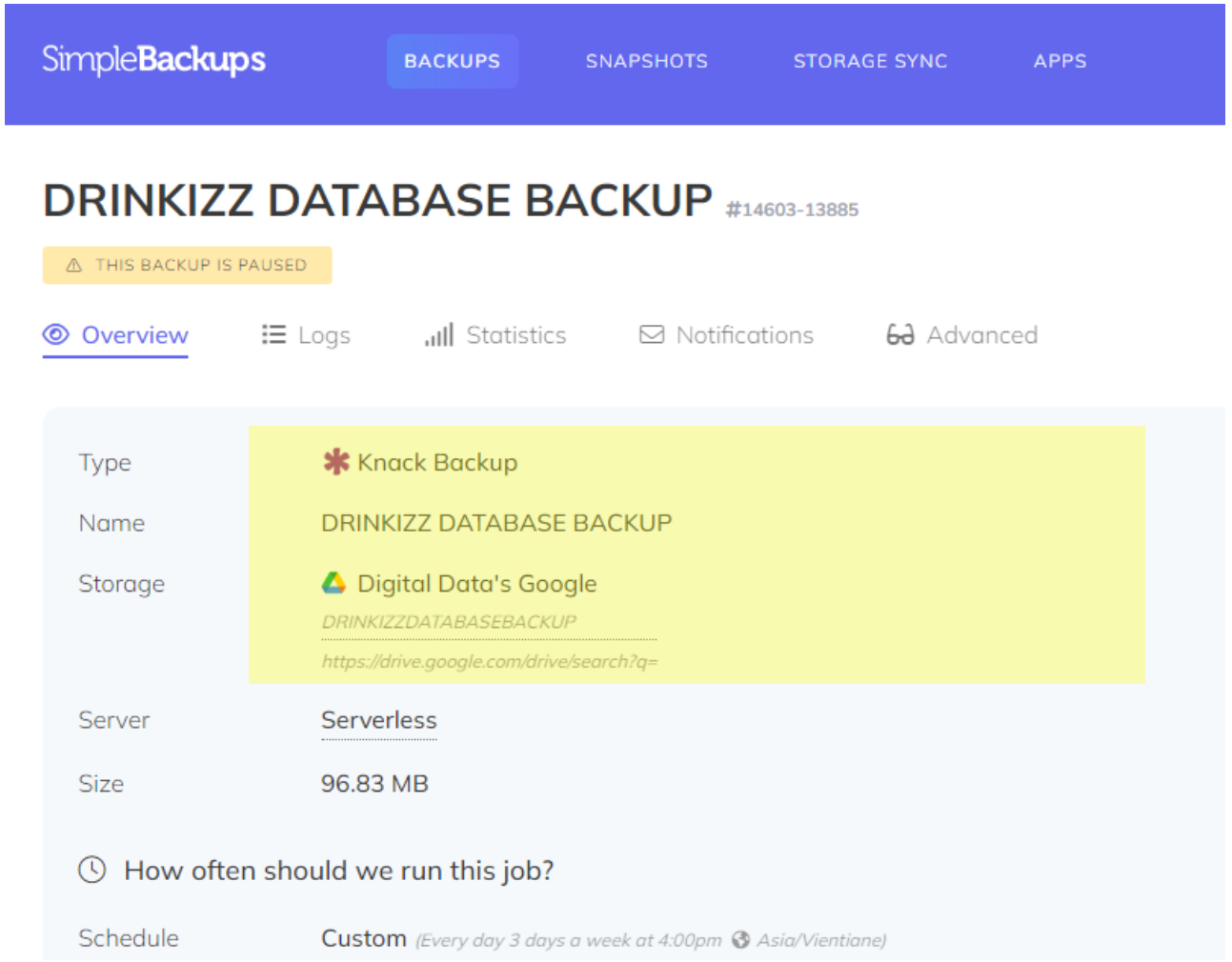


INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,... (2/6)



INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,... (3/6)





INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,... (4/6)

CREATE A GPT TO ANALYZE SALES DATA STORED IN GOOGLE DRIVE (DATA SOURCE: WOOCOMMERCE)

3

DATA ONLINE & OFFLINE

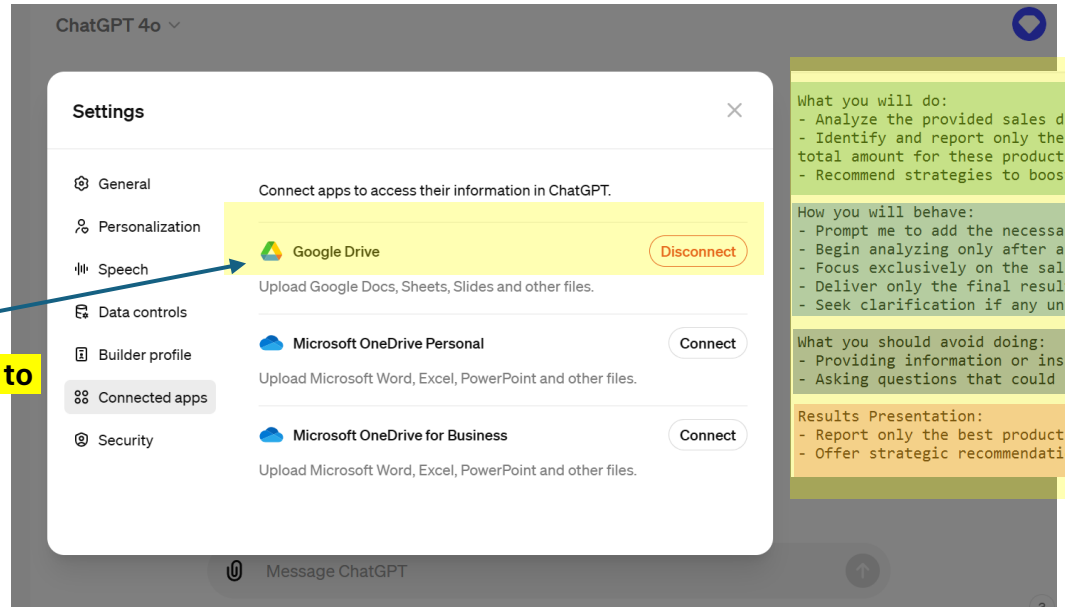
Connect google drive to Knack

4

My GPTs + Create

Include the instruction in your gpt => Prompt

ChatGPT is connected to google drive




```
What you will do:
- Analyze the provided sales data.
- Identify and report only the best products with a total sales amount exceeding 3,000,000 VND for the current month. Include both the quantity sold and the total amount for these products.
- Recommend strategies to boost sales of other products.

How you will behave:
- Prompt me to add the necessary files for analysis once I click on /Best product sold, which is the designated conversation starter.
- Begin analyzing only after a file is added from Google Drive or uploaded from the computer.
- Focus exclusively on the sales data for the current month.
- Deliver only the final results.
- Seek clarification if any uncertainties arise.

What you should avoid doing:
- Providing information or insights not explicitly requested.
- Asking questions that could lead to opening other chat threads.

Results Presentation:
- Report only the best products that meet the total sales amount threshold of 3,000,000 VND.
- Offer strategic recommendations for increasing sales of other products.
```

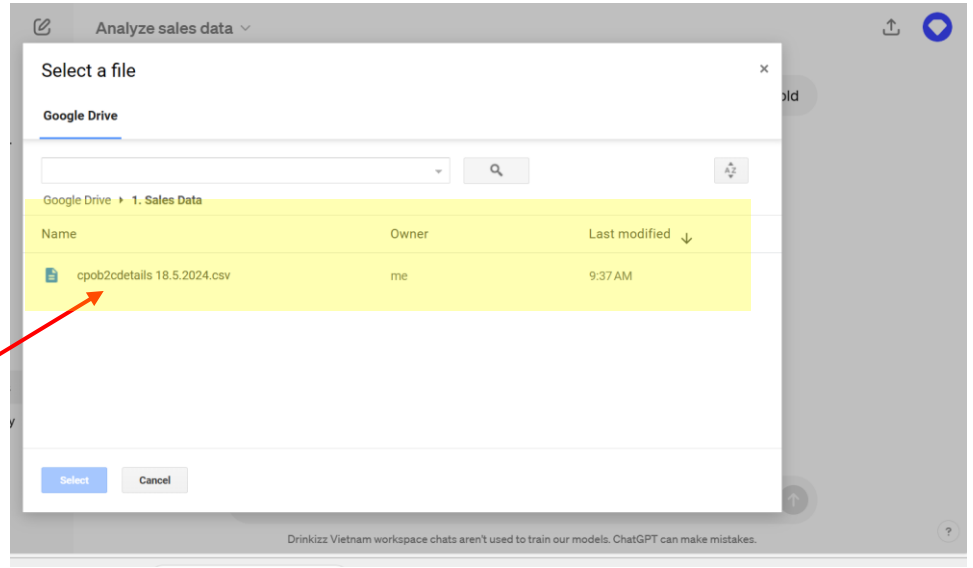
INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,... (5/6)

1
```
What you will do:
- Analyze the provided sales data.
- Identify and report only the best products with a total sales amount exceeding 3,000,000 VND for the current month. Include both the quantity sold and the
total amount for these products.
- Recommend strategies to boost sales of other products.
```

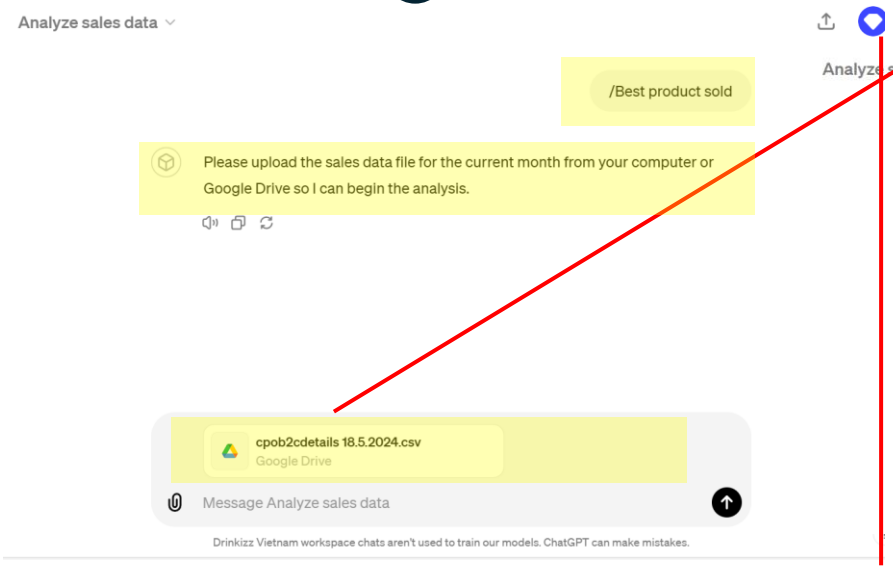
2
```
How you will behave:
- Prompt me to add the necessary files for analysis once I click on /Best product sold, which is the designated conversation starter.
- Begin analyzing only after a file is added from Google Drive or uploaded from the computer.
- Focus exclusively on the sales data for the current month.
- Deliver only the final results.
- Seek clarification if any uncertainties arise.
```

3
```
What you should avoid doing:
- Providing information or insights not explicitly requested.
- Asking questions that could lead to opening other chat threads.
```

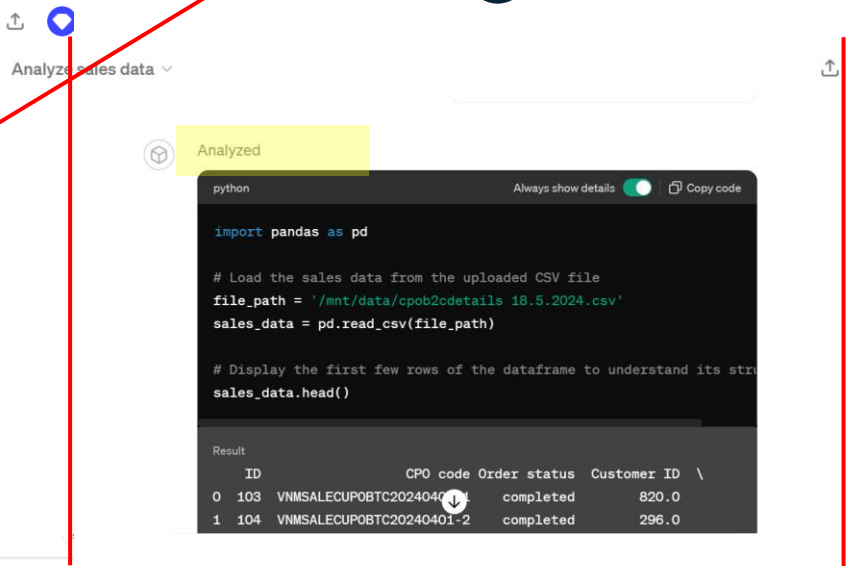
4
```
Results Presentation:
- Report only the best products that meet the total sales amount threshold of 3,000,000 VND.
- Offer strategic recommendations for increasing sales of other products.
```



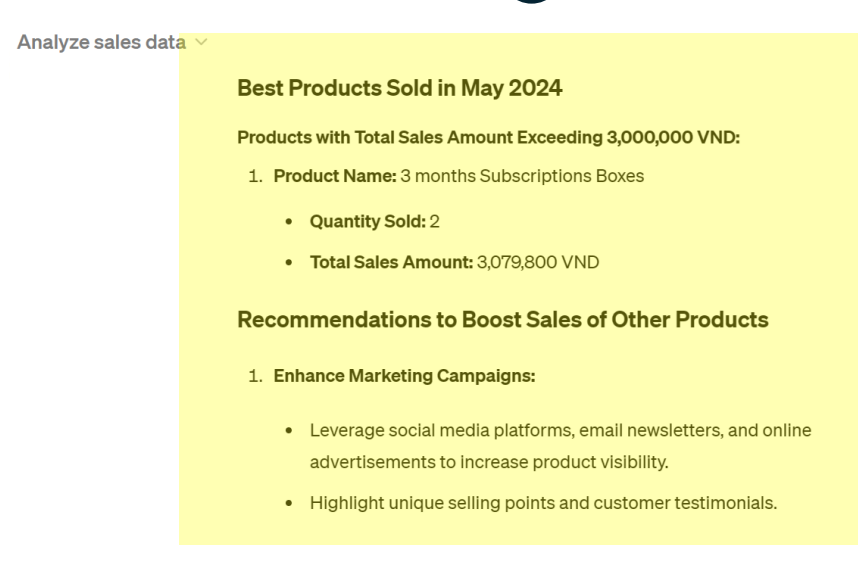
1 Behavior



1 Behavior



4 Results



INTEGRATE AI WITH WOOCOMMERCE, KNACK, GOOGLE DRIVE,... (6/6)

1

```
What you will do:
- Analyze the provided sales data.
- Identify and report only the best products with a total sales amount exceeding 3,000,000 VND for the current month. Include both the quantity sold and the total amount for these products.
- Recommend strategies to boost sales of other products.
```

2

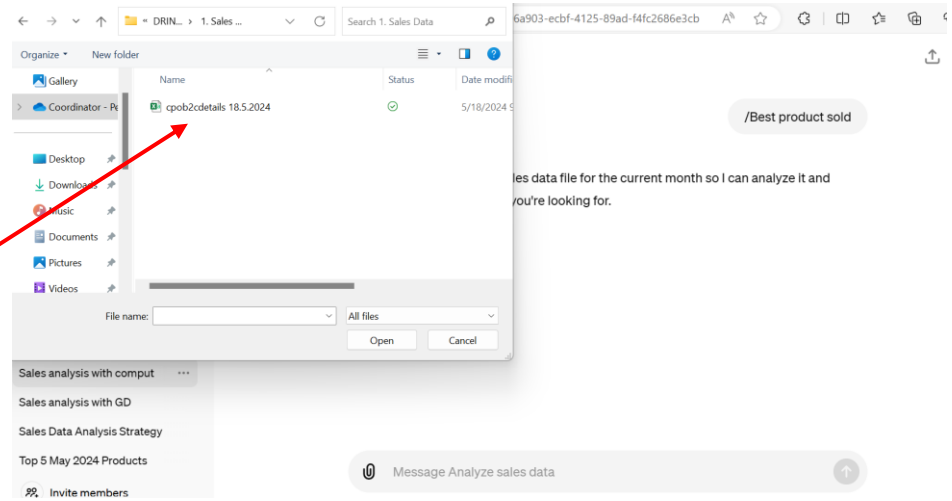
```
How you will behave:
- Prompt me to add the necessary files for analysis once I click on /Best product sold, which is the designated conversation starter.
- Begin analyzing only after a file is added from Google Drive or uploaded from the computer.
- Focus exclusively on the sales data for the current month.
- Deliver only the final results.
- Seek clarification if any uncertainties arise.
```

3

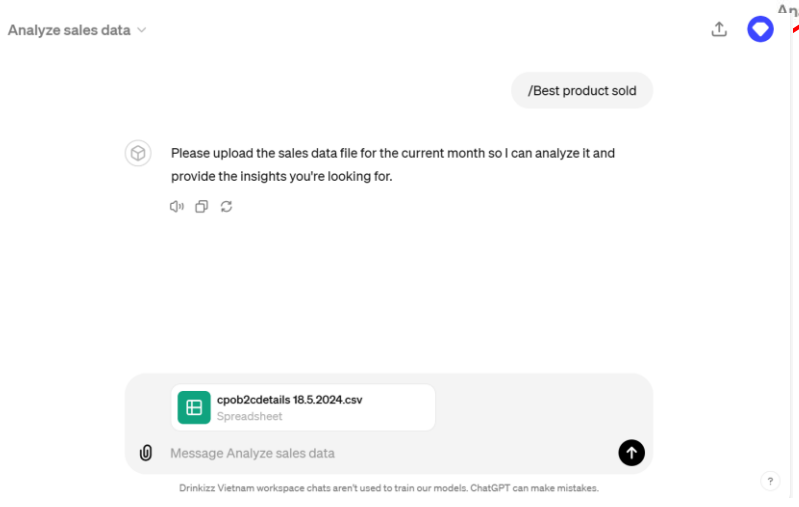
```
What you should avoid doing:
- Providing information or insights not explicitly requested.
- Asking questions that could lead to opening other chat threads.
```

4

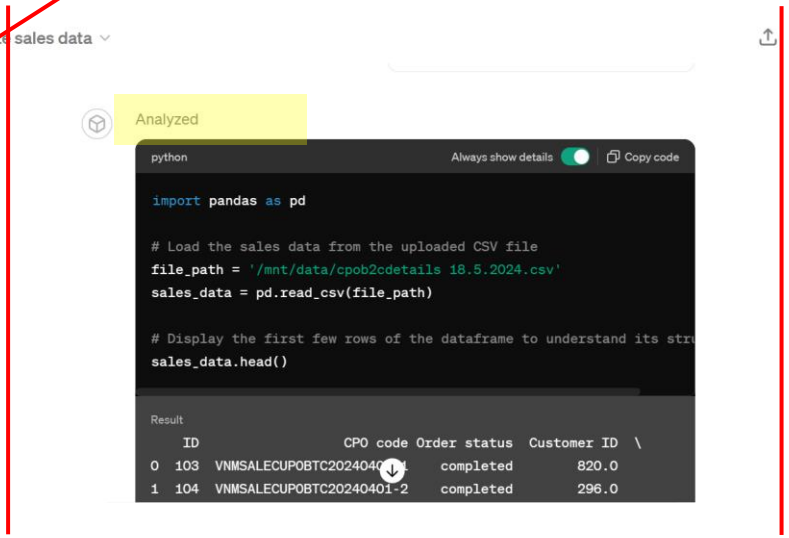
```
Results Presentation:
- Report only the best products that meet the total sales amount threshold of 3,000,000 VND.
- Offer strategic recommendations for increasing sales of other products.
```



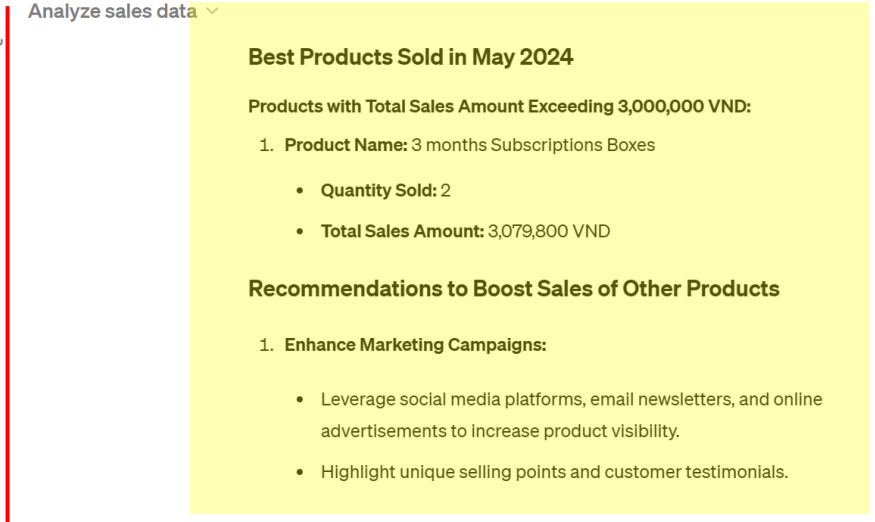
1 Behavior



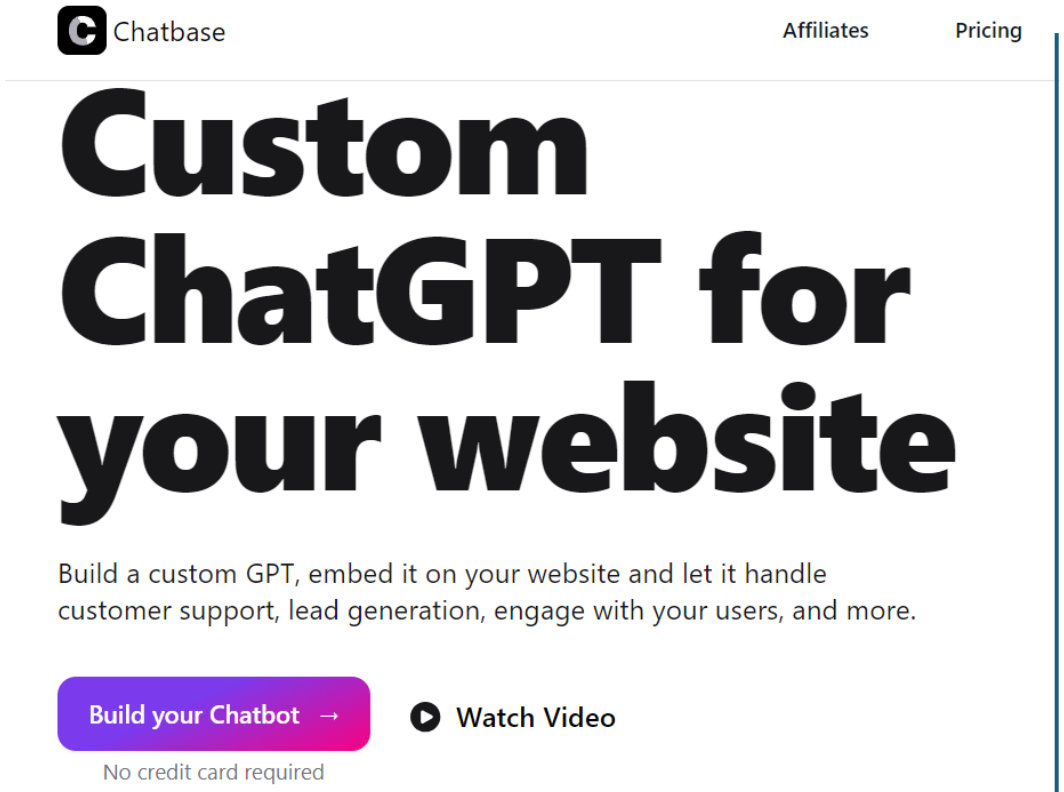
1 Behavior

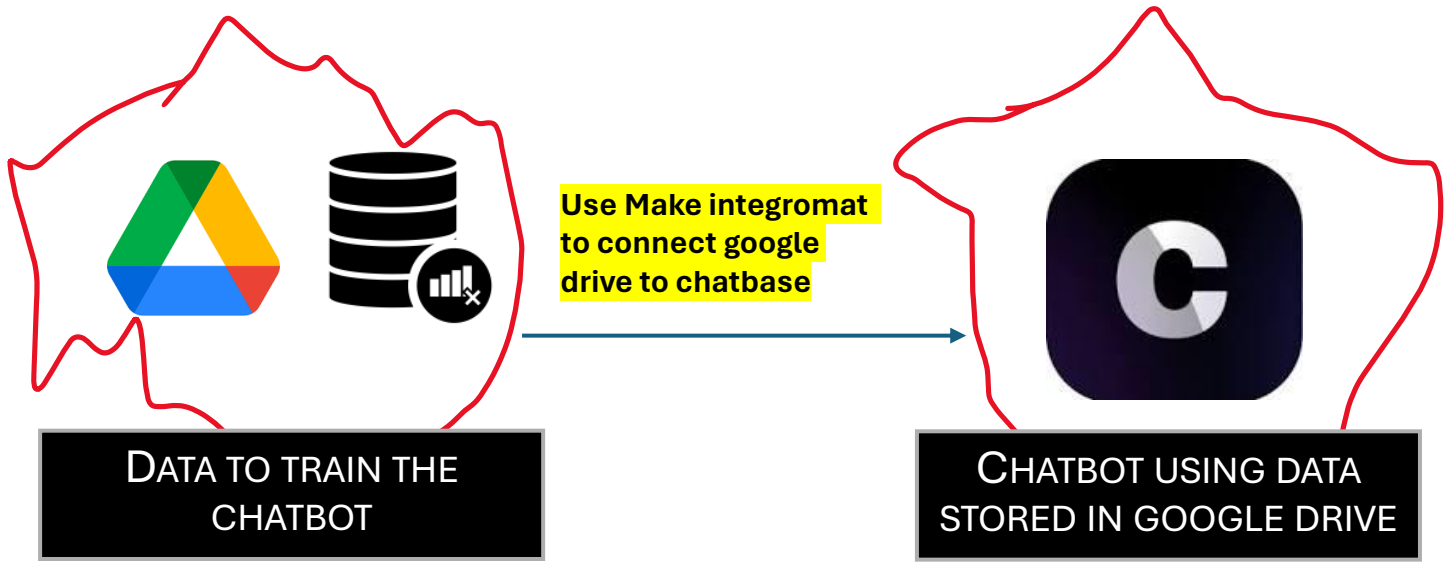


4 Results



AI CHATBOT FOR CUSTOMER SUPPORT (1/2)





This solution allows the team to operate independently of Chatbase. They only need to upload data to Google Drive folders to keep the bot's information up to date.

AI CHATBOT FOR CUSTOMER SUPPORT (2/2)

Data owner

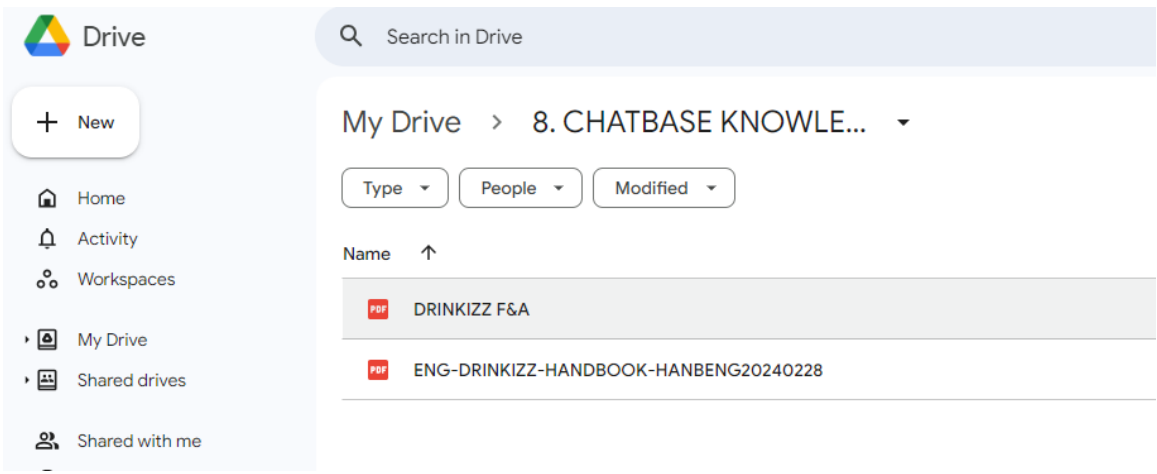
Chatbot creator

https://drinkizz.com

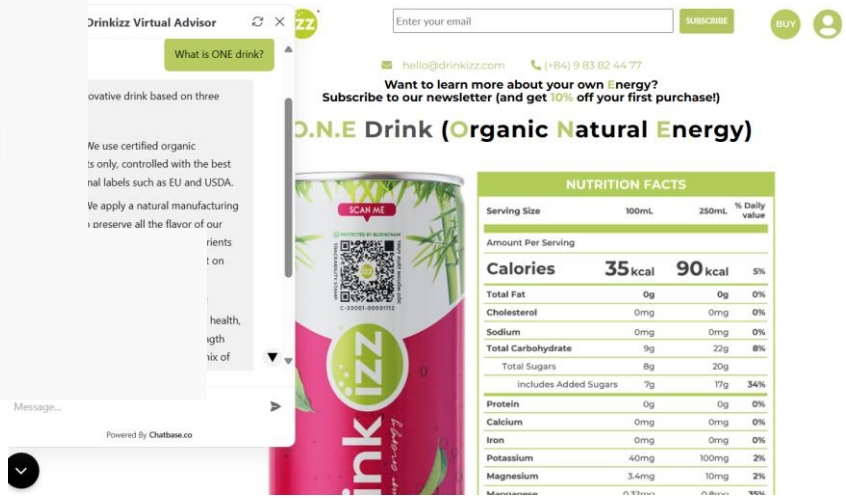
Google Drive 1
Watch Files in a Folder

Chatbase 8
Make an API Call

Access data in Google Drive



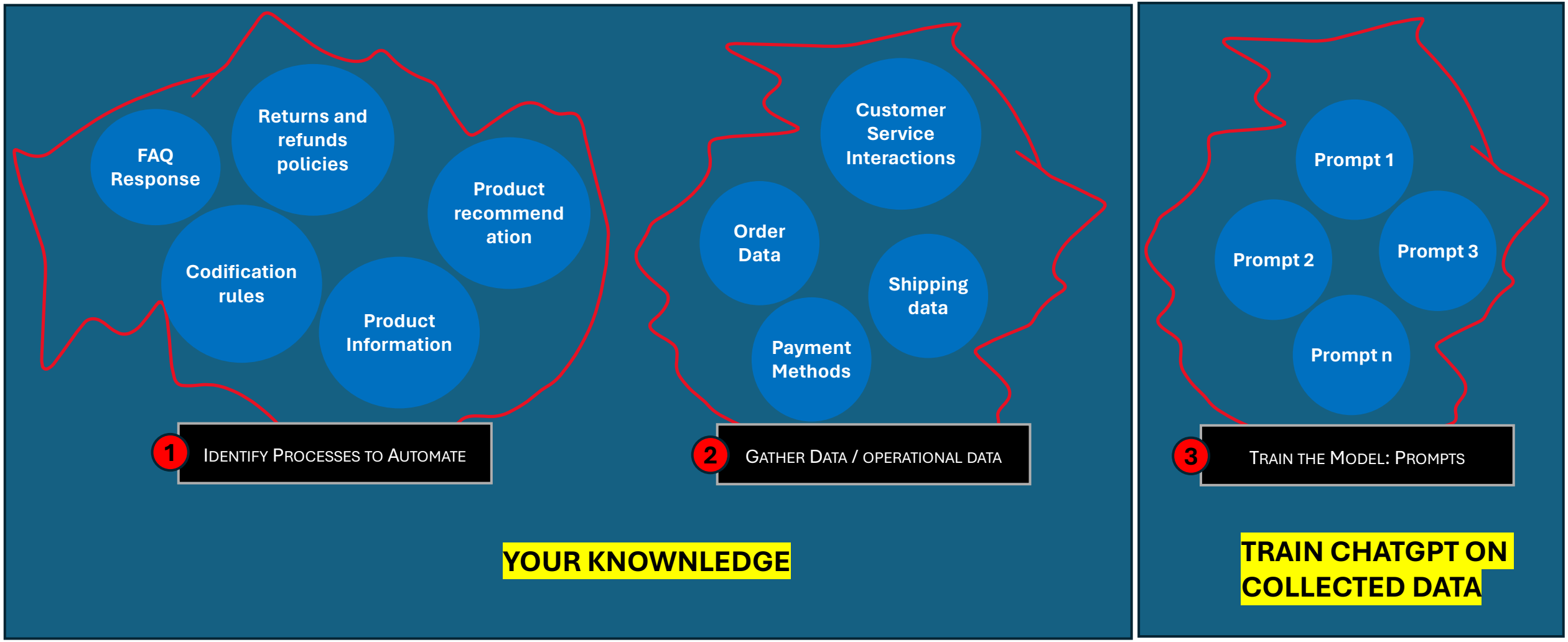
Data in google drive to train the chatbot



Home - Drinkizz

User request result.

WRITE BUSINESS PROCESSES IN CHATGPT USING YOUR OWN KNOWLEDGE (1/3)

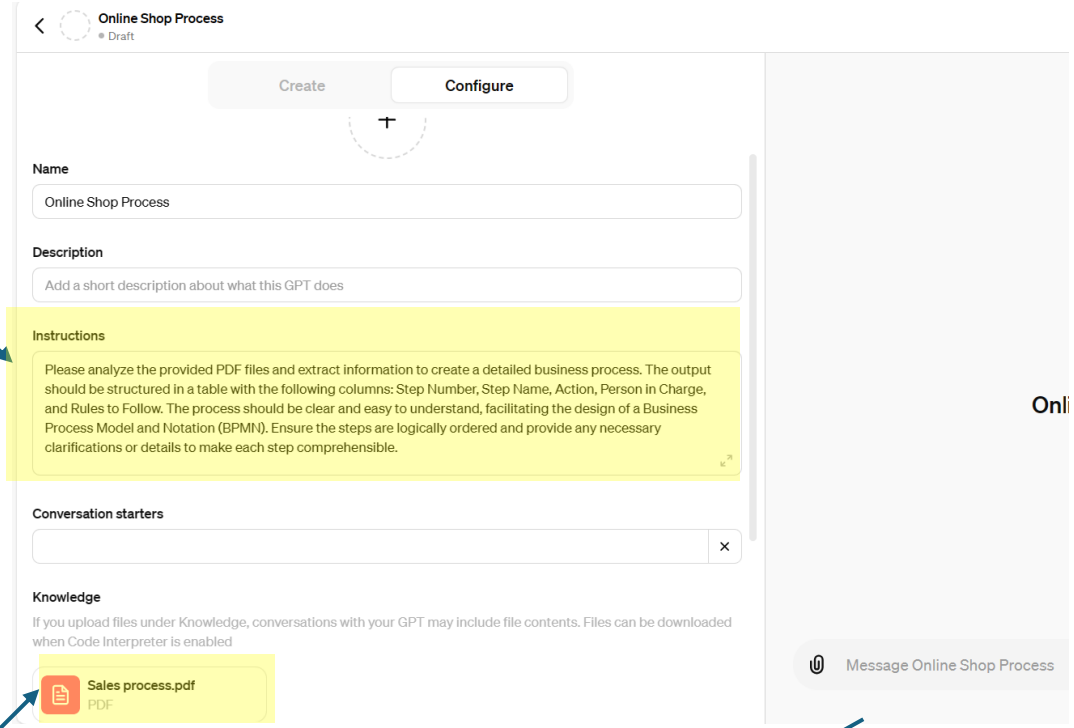


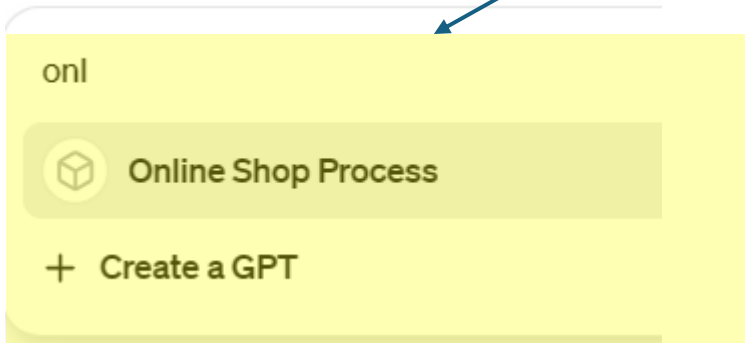
WRITE BUSINESS PROCESSES IN CHATGPT USING YOUR OWN KNOWLEDGE (2/3)

```
Please analyze the provided PDF files and extract information to create
a detailed business process. The output should be structured in a table
with the following columns: Step Number, Step Name, Action, Person in
Charge, and Rules to Follow. The process should be clear and easy to
understand, facilitating the design of a Business Process Model and
Notation (BPMN). Ensure the steps are logically ordered and provide any
necessary clarifications or details to make each step comprehensible.
```

PROMPTS

KNOWNLEDGE





2. **Gather Data / Operational data**
   - **Customer Service Interactions:**
     - **Chat logs:**
       i. Customer: "When will my order arrive?"
       ii. Agent: "Your order is expected to arrive in 3-5 business days."
       iii. Customer: "How do I return a product?"
       iv. Agent: "You can return a product within 30 days of purchase. Please follow the instructions on our Returns page."
   - **FAQs**:
     - Shipping Policies: "Standard shipping takes 3-5 business days."
     - Payment Methods: "We accept Visa, MasterCard, MoMo."
     - Ordering steps here: https://drinkizz.com/faq/
   - **Order Status Data:**
     - Customer order online from https://shop.drinkizz.com/product/organic-natural-energy/
     - Staff follow order status
       - Order #VNMSALECUPOBTC20240519-1: Shipped, expected delivery in 2 days.
       - Order #VNMSALECUPOBTC20240519-2: Processing, expected to ship in 1 day.
   - **Return and Refund Policies:**
     - "Product can be returned within 30 days of receipt. Refunds will be processed within 7-10 business days after staff receive the returned items."
   - **Product Information:**
     - Product #001: "Organic Natural Energy drink (1 CAN X 250 ML)"
3. **Codification rules:**
   - VNMSALECUPOBTC20240519-1 => first B2C order on 19 May 2024 in Vietnam
     - VNM: Location "Vietnam
     - SALE: Sales department
     - CUPOBTC: Customer purchase order B2C
     - 20240519:19/5/2024
     - 1: Follow the incremental number from 1 to N

WRITE BUSINESS PROCESSES IN CHATGPT USING YOUR OWN KNOWLEDGE (3/3)

RESULTS OF THE ONLINE SHOP PROCESS

Step Number	Step Name	Action	Person in Charge	Rules to Follow
1	Customer Order Placement	Customer places an order on the online shop.	Customer	Customers should use the provided online shop link to place orders.
	Order Confirmation	System sends an order confirmation email to the customer.	System (Automated)	Confirmation should include order details and expected delivery time.
2	Order Processing	Staff processes the order, checking inventory and preparing for shipment.	Sales Staff	Follow internal inventory management procedures.
3	Shipping	Order is shipped to the customer.	Shipping Department	Standard shipping takes 3-5 business days.
		Update the order status in the system and notify the customer.	Sales Staff	Use codification rules to track orders (e.g., VNMSALECUPOBTC20240519-1 for the first B2C order on 19 May 2024 in Vietnam).
4	Order Status Update			
5				

6	Delivery	Order is delivered to the customer.	Shipping Carrier	Ensure timely delivery as per the expected delivery date.
7	Customer Inquiry	Handle customer inquiries about order status, returns, and other questions.	Customer Service Agent	Use provided chat logs and FAQs to guide responses (e.g., "Your order is expected to arrive in 3-5 business days").
8	Return Request	Customer requests a return for the product.	Customer	Returns must be requested within 30 days of purchase.
9	Return Processing	Staff processes the return request and updates the system.	Sales Staff	Follow internal return and refund policies (e.g., refunds processed within 7-10 business days after receiving the returned items).
10	Refund Issuance	Refund is issued to the customer.	Finance Department	Ensure refunds are processed within the specified time frame.
11	Product Information Update	Update product information on the website as needed.	Marketing Department	Ensure accurate and up-to-date product details are provided (e.g., "Organic Natural Energy drink (1 CAN X 250 ML)").
12	Policy Review and Update	Regularly review and update shipping, payment, and return policies.	Management	Policies should be clearly communicated and accessible to customers (e.g., on the Returns page and FAQ section).

DESIGN A BUSINESS PROCESS DIAGRAMS AND DATA MODELS IN CHATGPT (1/5)

Step Number	Step Name	Action	Person in Charge	Rules to Follow
1	Customer Order Placement	Customer places an order on the online shop.	Customer	Customers should use the provided online shop link to place orders.
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10	Refund Issuance	Refund is issued to the customer.	Finance Department	Ensure refunds are processed w the specified time frame.
11	Product Information Update	Update product information on the website as needed.	Marketing Department	Ensure accurate and up-to-date product details are provided (e.g., "Organic Natural Energy drink (1 CAN X 250 ML)").
12	Policy Review and Update	Regularly review and update shipping, payment, and return policies.	Management	Policies should be clearly communicated and accessible to customers (e.g., on the Returns page and FAQ section).

KNOWLEDGE

1

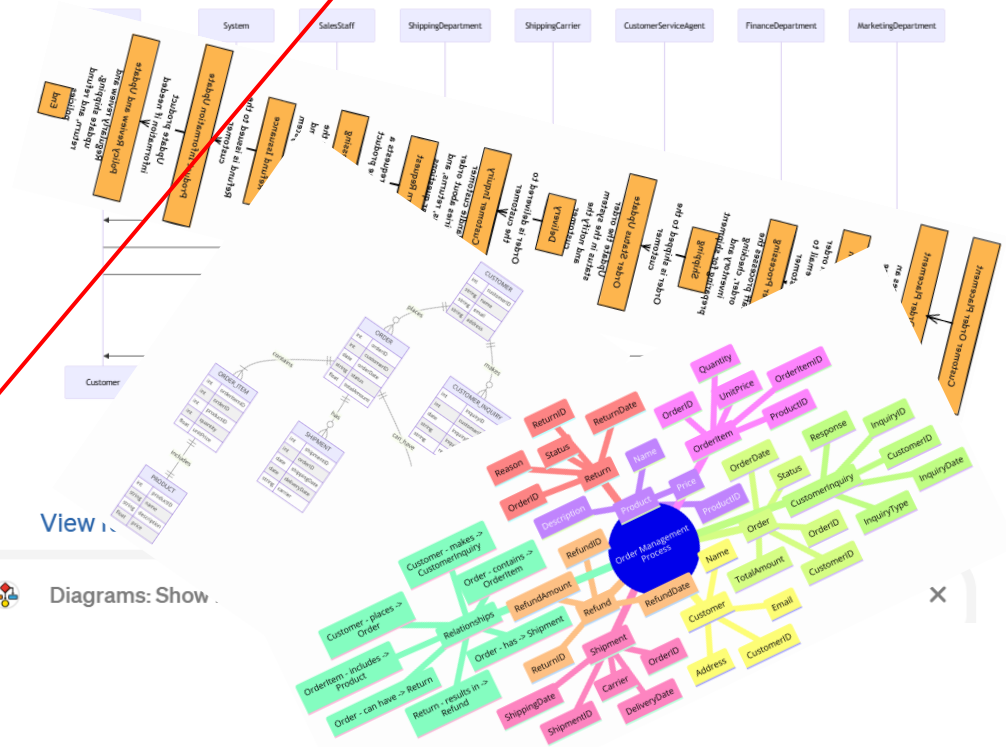
2

PROMPTS

3

RESULTS

Here is the sequence diagram illustrating the order process:



View

Diagrams: Show

Online Shop Process

Draft

diagram &

Diagrams & Data: Research, Analyze, Visualize Complex Visualizations (Diagram & Charts), Data Analysis & Rese

+ Create a GPT

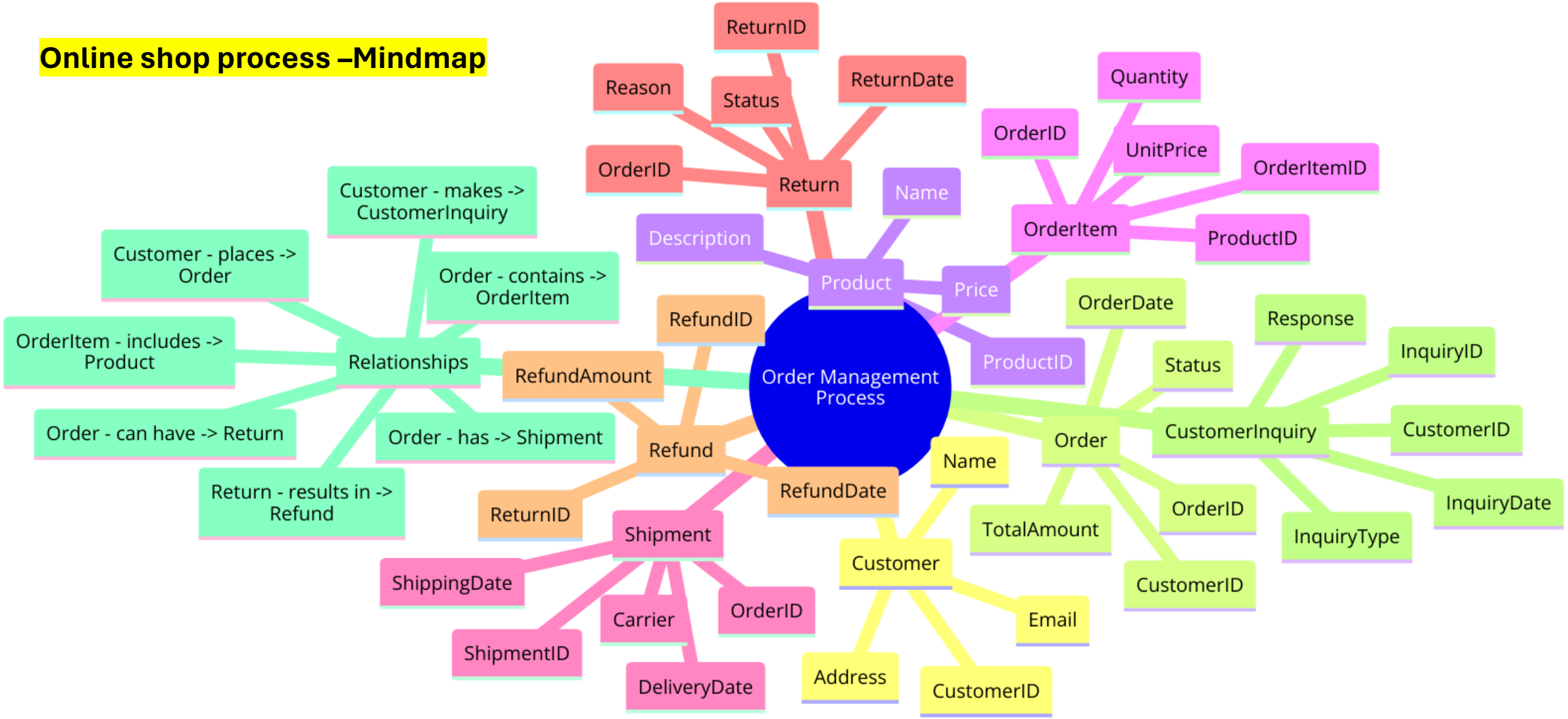
@

Prompt:

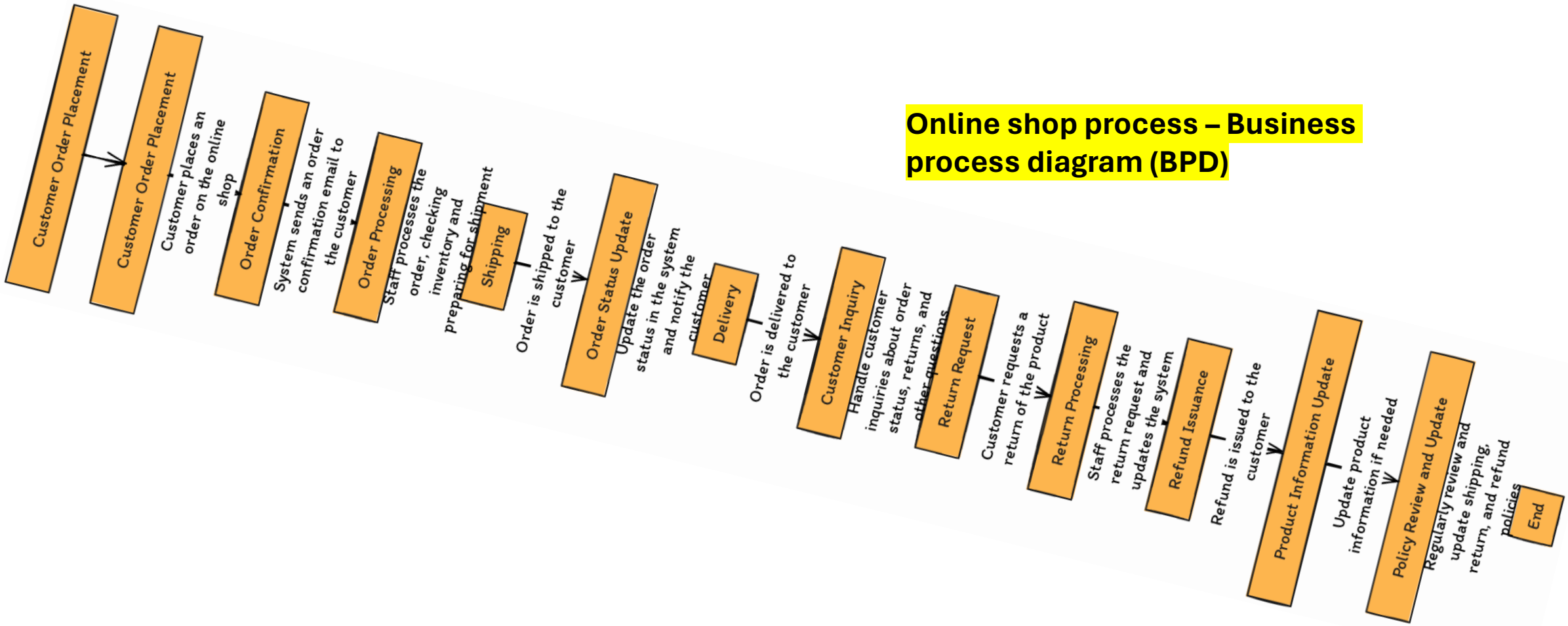
Design a detailed mind map, business process diagram (BPD), sequential diagram and conceptual data model of the online shop process.

DESIGN A BUSINESS PROCESS DIAGRAMS AND DATA MODELS IN CHATGPT (2/5)

Online shop process –Mindmap

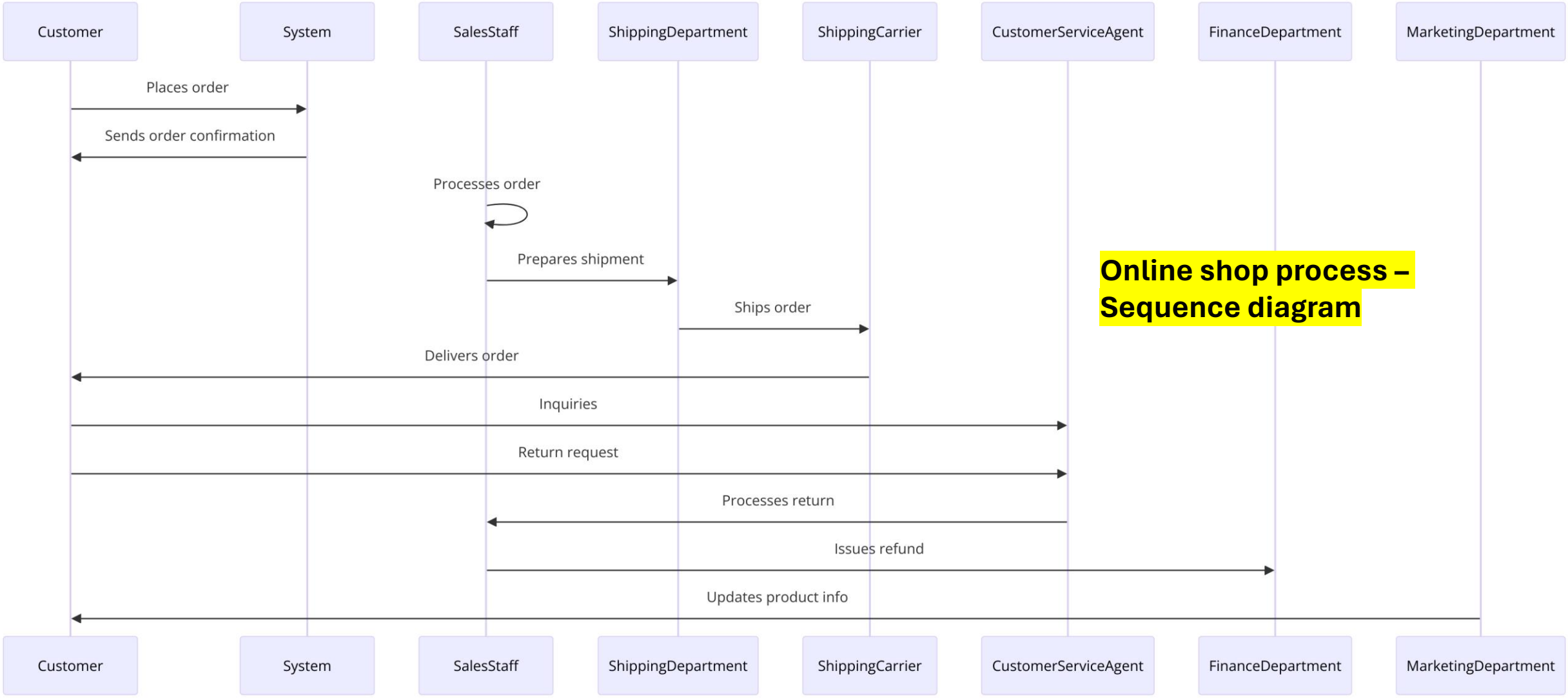


DESIGN A BUSINESS PROCESS DIAGRAMS AND DATA MODELS IN CHATGPT (3/5)

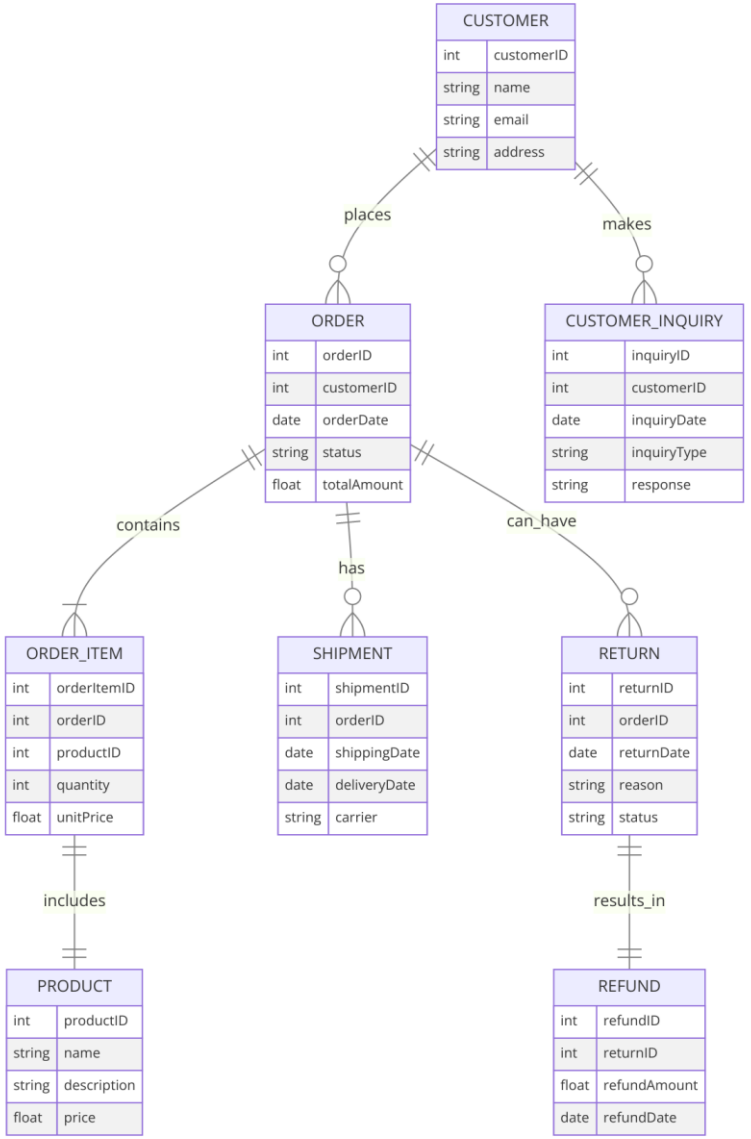


Online shop process – Business process diagram (BPD)

DESIGN A BUSINESS PROCESS DIAGRAMS AND DATA MODELS IN CHATGPT (4/5)



DESIGN A BUSINESS PROCESS DIAGRAMS AND DATA MODELS IN CHATGPT (5/5)



Online shop process – Logical data model

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REFERENCES

- No code and AI Training Session
- Consulting package no-code & AI by drinkizz
- NO-CODE AND AI blog

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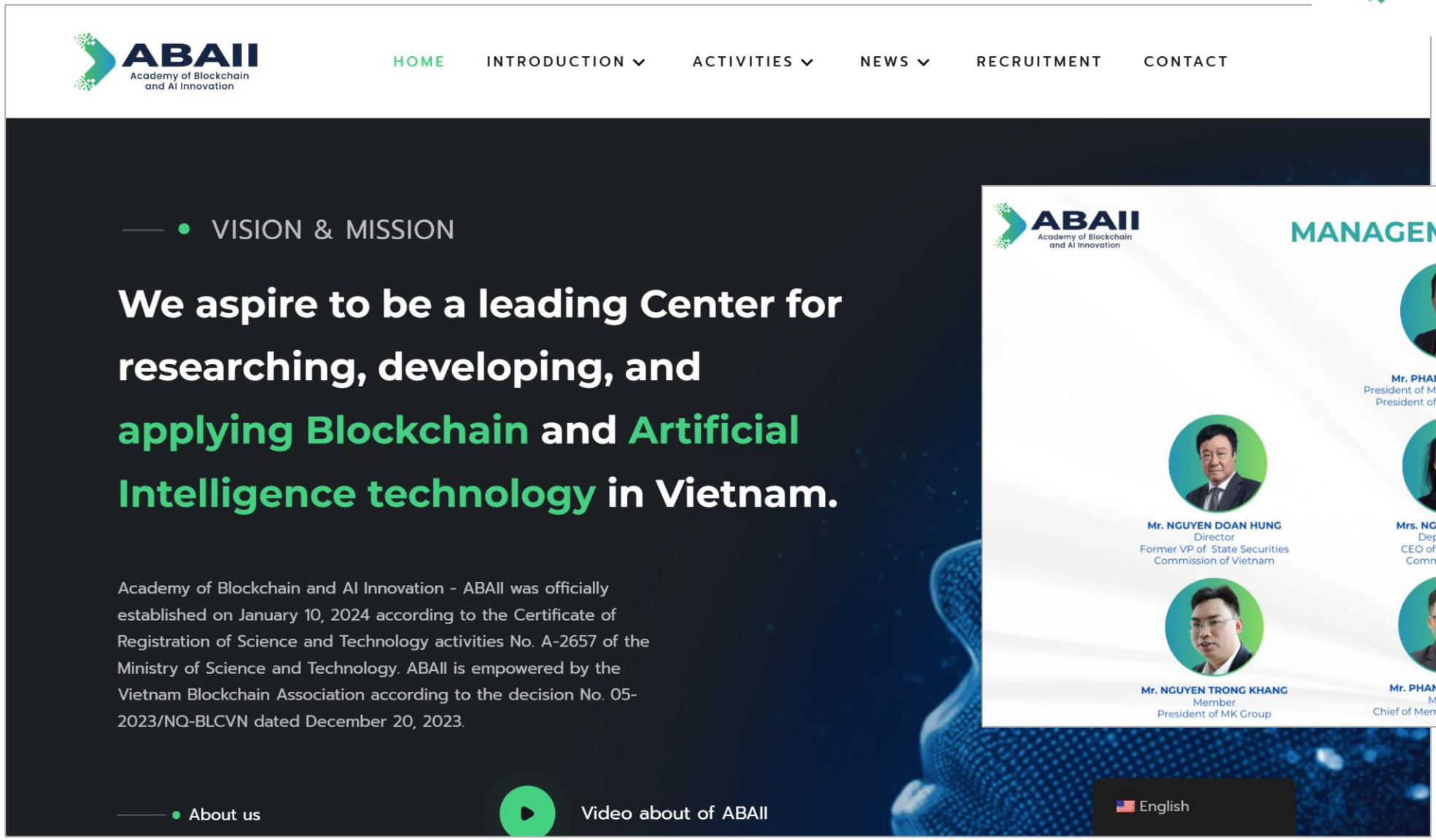

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6 Ideathon & Hackathon

10.000 Blockchain & AI Certificates Issued

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