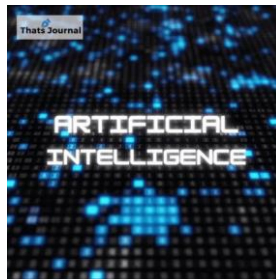# Artificial Intelligence in the Business Office

Mike Koltes
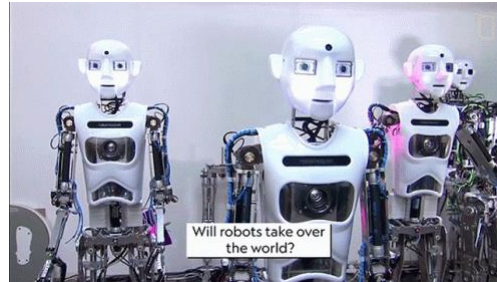Hilary Cordova

Definitions

- What is Artificial Intelligence (AI)?
  - Artificial intelligence is technology that enables computers and machines to simulate human intelligence and problem-solving capabilities
  - AI is the ability of machines to learn, solve problems, and create, amplifying human capabilities in fields like business, medicine, space and art.

Definitions Continued

- What is Artificial Intelligence (AI)?
  - The ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings

Overview

- AI is not meant to take our jobs
  - It is a tool to help us be more efficient
  - In many cases it gives us a start but we have to put the pieces together

Overview

- Tools available
  - Chat GPT
  - Google Gemini (formerly Bard)
  - Google Duet
  - Many, many more

Turn and Talk

Before we get started….

- What excites you about AI?
- What reservations do you have about AI?

BE PREPARED TO SHARE WITH THE GROUP

GPT / Google Gemini Examples

Examples of things to use it for…

- Send an email to an employee
- Create employee handbook language
- Help with accounting
- Spreadsheet formulas

Why Use Chat GPT / Google Gemini

- Why use a large language model over internet search engine
  - It understands natural language
  - While Google search treats every search as a single, one-time query, Bard allows you to delve deeper with added prompts that refer to and expand on prior responses
  - Bard is internet connected, so it is different from other Chat Bots

Large Language Model Prompts for Success

- Insert topic
  - Example: Buying an oven
- Define an audience
  - Example: For a family of four
- Price
  - Example: $400-$800

Large Language Model Prompts for Success

- Size or Capacity
  - Example: 5 cubic feet
- Type of Use
  - Example: Daily baking
- Color and Control Placement
  - Example: Stainless and controls in back

Google Gemini

Example: Personal Life

Subject: Buying an oven

- Prompt
  - Buying a range or oven for a family of four in a price range of $750-$1500 that is about 5 cubic feet in size used for daily baking that is stainless steel and has the controls in the front of the oven

Google Gemini

Example: Business Office

Subject: Tell an employee your request for time off is denied

- Prompt
  - Send an email as a payroll coordinator that an employees request for time off is denied for 12/15/2023 because they did not get pre approval

Google Gemini

Example: Business Office

Subject: How to Obtain an IRS TCC Code Instructions

- Prompt
  - Show us the steps to take to obtain an IRS TCC / IRS AIR Login / Business Service Login for W2s for 2023

Google Gemini

Example: Business Office

Subject: Accounting

- Prompt
  - In public accounting, how would I do a journal entry to move $200 from a liability account 20L 816000 to an asset account 21A 715000

Google Gemini

Example: Business Office

Subject: Accounting

- Prompt
    - In public accounting, how would I do a journal entry to move $500 from an expense account 10E 800 100 110000 000 to another expense account in a different fund 27E 800 100 158000 011

Google Gemini

Example: Business Office

Subject: Write a Recommendation Letter for a Student

- Prompt
  - Write a letter of recommendation for a high school student looking to attend UW-Madison and major in Business. This student has a 3.5 GPA, is involved in several clubs including FBLA and has a strong history of volunteer work. This recommendation should be approximately 500 words

Google Gemini

Spreadsheet Formula

Example 1

- Prompt
  - Write a formula in Google sheets to filter column A by anything greater than 0 and anything less than 50

Google Gemini

Spreadsheet Formula

Example 2

- Prompt
  - Write a Google Sheets formula to query columns A, B, C and D on a sheet called raw data. Put the data in alphabetical order by B and sum by column A

Google Gemini

Spreadsheet Formula
Example 3
- Prompt
  - Given the numbers 121,150, 700, 24, 25, 36 find the combination of numbers that totals 61

Google Gemini

Spreadsheet Formula

Example 4

- Prompt
  - In Google Sheets, write a formula to add five years to a date that exists in column A

Google Gemini

Be nice to your teammates at work

Example 5

- Prompt
  - Tell my team they did a great job with year-end processing

Turn and Talk

- Take 2-3 minutes to talk with your neighbor about ways you can use AI in the business office
  - Be prepared to share with the group

Google Duet

- Embedded right into Google gmail, docs, sheet and slides
- Gmail and Docs - Help me write
- Sheets - Help me organize
- Slides - Create image with Gemini

Google Duet

Docs - Help me write

- A recommendation for a student graduating with honors from high school looking to attend UW-Madison
  - [Click here for the doc sample](#)

Google Duet

Gmail - Help me write

- Gmail - embedded right into the compose email feature

Google Duet

Sheets - Help me organize

- Create a task list for the weekly maintenance of a school building
  - [Click here for a sample](#)

Google Duet

Slides - Create image with Gemini
- Example 1: Create an image for a school referendum flyer that shows a school building with a sunset behind it with a school bus driving up to the building
- Example 2: Create an image for a school district referendum flyer that shows a classroom with desks, a whiteboard, computers ~~and a teacher in the front of the room (won't generate pictures of people)~~

Google Duet

Slides - Create image with Gemini

Canva - Magic Design

Summarize Docs - Claude

- Claude, developed by Anthropic AI, is both an AI chatbot and the name for the underlying Large Language Models (LLMs) that power it. Claude is trained to have natural, text-based conversations, and it excels in tasks like summarization, editing, Q&A, decision-making, code-writing, and more.

  - https://claude.ai/chats

What Does the Future Look Like

If you ask this question to an image generator, you get the picture below.

- AI embedded into our workspaces as assistants
- AI to help us get started
  - Maybe accounts payable, budgeting, etc

QUESTIONS