

## SALESFORCE PARTNERS OPENAI

### SALESFORCE PARTNERS WITH OPENAI TO LAUNCH AI CHATBOT APP



### OpenAI to Launch AI Chatbot App

Salesforce has announced a new **partnership** with OpenAI that will bring an AI-powered chatbot to its workplace messaging platform, Slack. The new app, called ChatGPT, will provide assistance to workers, offering instant conversation summaries, research tools, and writing assistance directly in Slack.

The tool will use the vast amount of data that ChatGPT has been trained on, as well as information found within Slack's channel archives. According to Noah Desai Weiss, Slack's chief product officer, the tool is a perfect fit for Slack, as it will help workers get **instantaneous** summaries of conversations and tools to assist in faster research and message drafting.

Currently in **beta testing**, companies interested in joining can fill out a form through the website of ChatGPT creator OpenAI to be added to the waitlist. The move to bring ChatGPT to Slack is the latest example of AI chatbots finding their way into more services. OpenAI publicly released ChatGPT in late November, stunning many users with the tool's impressive ability to generate original essays, stories, and song lyrics in response to user prompts. Microsoft has also unveiled an AI-powered **revamp** of Bing, powered by technology from OpenAI, and will soon hold an event to discuss how AI could help with "reinventing productivity" and "the future of work."

#### " productivity-boosting"

While the integration of ChatGPT into Slack is a real-world test of the tool's productivity-boosting abilities, it may also test the risks of professionals relying on AI chatbot tools that have shared inaccurate or incendiary responses in a workplace setting.

For now, companies interested in using the new app can fill out a form on the OpenAI website to join the waitlist.

# Lesson 42: Salesforce Partners with OpenAI to Launch AI Chatbot App

**Part 1: Comprehension - Read and summarize the article thinking of who, what, when, where & why.**

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## **Part 2: True or False Questions**

- a) True or False - ChatGPT will provide help to Slack's employees. T/F
- b) True or False - The employees at Slack have had extensive training on how to use ChatGPT. T/F
- c) True or False - Companies can join the beta testing of ChatGPT by filling out a form on the Salesforce website. T/F
- d) True or False - Users of ChatGPT were stunned to find out it could sing songs. T/F

## **Part 3a: Guess the meaning of unknown vocabulary/phrases.**

- a) "Partnership" \_\_\_\_\_  
\_\_\_\_\_
- b) "Instantaneous" \_\_\_\_\_  
\_\_\_\_\_
- c) "Beta testing" \_\_\_\_\_  
\_\_\_\_\_
- d) "Revamp" \_\_\_\_\_  
\_\_\_\_\_

## **Part 3b: Vocabulary in Use - Write an example sentence using the words from 3a.**

- a) Partnership  
\_\_\_\_\_  
\_\_\_\_\_
- b) Instantaneous:  
\_\_\_\_\_  
\_\_\_\_\_
- c) Beta testing:  
\_\_\_\_\_  
\_\_\_\_\_
- d) Revamp:  
\_\_\_\_\_  
\_\_\_\_\_

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## Part 5: Talking Points

1. Do you think ChatGPT will become a popular tool in workplaces? Why or why not?
2. What potential benefits could ChatGPT offer to workers in a company?
3. What are some potential risks of relying too heavily on AI chatbot tools like ChatGPT in the workplace?
4. How do you think the integration of ChatGPT into Slack could change the way people communicate in the workplace?
5. Could you see AI chatbots like ChatGPT being used in other areas outside of the workplace? If so, where and how?
6. Do you think ChatGPT or AI technology will change the job market?
7. How do you feel about the use of AI technology in the workplace? Do you think it helps or hinders productivity and collaboration?
8. Could the use of AI chatbots like ChatGPT be a potential solution for language barriers in the workplace? Why or why not?
9. Have you ever used ChatGPT, what was your experience like?
10. In what ways do you think AI technology will continue to shape the future of work?

## Part 6: Role play Scenarios

### **1. Employee-Manager Discussion:**

One student can play the role of an employee who is struggling to keep up with the workload, and the other can play the role of a manager. The employee can express their concerns about the amount of work and request the use of the ChatGPT app to help manage their workload better. The manager can then agree or disagree and offer alternative solutions.

### **2. Tech Company Sales Pitch:**

One student can play the role of a salesperson from a tech company, and the other can play the role of a business owner. The salesperson can pitch the ChatGPT app as a productivity tool that can improve the business's efficiency and save time for the employees. The business owner can then ask questions and express any concerns they may have.

### **3. Colleague Interaction:**

Two students can play the role of colleagues working in the same department. One can express their excitement about the upcoming integration of the ChatGPT app into their workflow, and the other can express skepticism about relying too much on technology. They can then discuss the pros and cons of using an AI-powered app in the workplace.

## Part 7: Writing Activity - Use future tense to write a short paragraph about how you think future technology could be used in work.

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## Part 8: Critical Thinking - AI Technology and The Workplace

What are the benefits and the potential risks of using AI in the workplace?

In teams discuss this question. Then Team A should create a presentation outlining the benefits, and team B should create one outlining the risks.

After the presentation debate whether you think AI should be introduced in your workplace or school.

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**Part 9:** a) Below are some articles/videos for additional reading, read/watch and see if you can find similar grammar points or vocabulary.

1. Salesforce unveils Einstein GPT in introduction to AI investment boom: <https://www.youtube.com/watch?v=oZAbXd4pywE>
2. Salesforce Ventures targets new \$250M fund at generative AI startups: <https://techcrunch.com/2023/03/07/salesforce-ventures-targets-new-250m-fund-at-generative-ai-startups/>

**Answers:**

## Part 1: Comprehension

Answer: The main idea of the article is that Salesforce has partnered with OpenAI to launch an AI-powered chatbot app called ChatGPT on its workplace messaging platform, Slack. The app aims to provide assistance to workers by offering instant conversation summaries, research tools, and writing assistance. The article discusses the tool's features, the data it uses, and the risks associated with using AI chatbots in a workplace setting. The article was written to inform readers about the new app and its potential impact on productivity in the workplace.

## Part 2: True or False

A: True B: False C: False D: False

## Part 3a: Guess the meaning of unknown vocabulary or phrases.

### a) "Partnership"

Answer: This is a cooperative agreement between two parties for a specific purpose. In the context of the article, Salesforce has announced a new partnership with OpenAI to bring an AI-powered chatbot to Slack.

### b) "Instantaneous"

Answer: This word means occurring or happening in an extremely short amount of time because in the listening they talk about how ChatGPT will help workers get quick summaries and information and enable them to do faster research.

### c) "Beta testing"

Answer: This is a testing phase for software or an application in which a limited number of users try it out and provide feedback. In the context of the article, the ChatGPT app is currently in beta testing and companies can fill out a form to join the waitlist.

### d) "Revamp"

Answer: Revamp means to completely renovate, reorganize, or improve something, often in order to make it more modern, efficient, or attractive because in the article they talk about how Microsoft have released a new updated version of Bing that's better than the old one.

## Part 3b: Vocabulary in Use - Write an example sentence using the words from 3a. (examples)

### a) Partnership:

The partnership between the two companies led to innovative solutions in the tech industry.

### b) Instantaneous:

The response from my complaint was instantaneous.

### c) Beta testing:

The software is currently in beta testing, with a limited group of users providing feedback and identifying issues.

### d) Revamp:

The company decided to revamp its outdated website to enhance user experience and modernize its online presence.

## Part 7: Writing (example)

In the future, technology will change how we work. We will have smart computers that can do repetitive tasks, so we can do more creative and important work. We'll use special glasses and headsets to work with our colleagues from far away, like we are in the same room. Also, machines will help us in our jobs by giving us real-time information. This means we can work more flexibly and be better at our jobs. Technology will make work easier and more interesting for many people in different jobs.