



Chatbots are **extremely powerful computer systems** that scrape information from millions of websites to **collect, organize and deliver content** that is requested by humans. Examples of chatbots are **Microsoft Bing, Google Bard, and ChatSpot**. Virtual assistants, including Alexa, Cortana, “Hey Google,” and Siri, are not considered chatbots.

### Examples of the thousands of chatbots

- **Bing**, built into **Microsoft's Edge** web browser and **Bing.com search engine**, uses the remarkable chatbot called **ChatGPT**. Microsoft is taking an early lead in the race for users of Artificial Intelligence.
- **Google Bard** is coming up fast. You can ask it any question; if it doesn't violate Google's content policies, Bard will provide an answer. Available at [bard.google.com](https://bard.google.com), you must have a Google account to use it.
- **Clara** is an AI-powered virtual assistant designed to schedule meetings, coordinate calendars, and handle email communications.
- **Grammarly** is a writing assistant that helps improve written communication.
- **Jasper.AI** helps employees stay organized and focused.
- **Worki** helps employees create, update, and manage tasks and projects directly within their chat environment
- **“Remember the Milk”** helps employees create and manage to-do lists, set reminders, and prioritize tasks.

### Use these terms to begin your chat

- ✓ **Describe**
- ✓ **Brainstorm**
- ✓ **Outline**
- ✓ **Write**
- ✓ **Write a [number] word email to drive interest in [topic]**
- ✓ **Write a blog post about [topic] for [audience]**
- ✓ **Write an engaging email subject line about [topic]**
- ✓ **Write a follow-up email to gently remind [person/title] about [topic]**
- ✓ **Rewrite**
- ✓ **Clarify**
- ✓ **Interpret**
- ✓ **Define**
- ✓ **Summarize**

### How to get the best results from a chatbot

- ➔ **Chatbots shouldn't be your sole source for factual information.** This technology gathers and assembles information from the web. It's not an encyclopedia. Chatbot knowledge is limited to its data, which might need to be updated or corrected.
- ➔ **The more information you can provide to chatbots, the better.** The time you take on the front end to think through your request will pay off with a better response.
- ➔ **Give the AI chatbot specific instructions** like “Explain [a topic] in a way a beginner can understand.”
- ➔ **Tell the chatbot how long the answer should be and in what format.** For example, tell it to generate bullet points or in a humorous style.
- ➔ **If you're not getting the results you're looking for** in a response, reword your prompt, simplify the language, or add more context.
- ➔ **Be mindful of privacy.** Whatever you type into a chatbot becomes part of its memory, so never enter confidential information into a question or statement.
- ➔ And again, **check your answers.** Chatbots can provide outdated, incorrect, or irrelevant information.

Sources: Descript, ZDNet, Digital Trends, Google, Microsoft, Muck Rack

