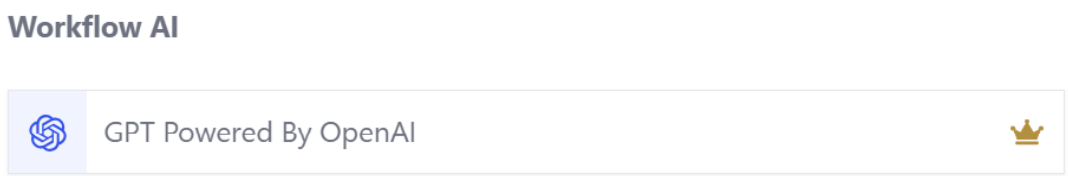
GPT (OpenAI) Workflow Action

Mavilyn Carlos - 2026-11-10 - AI Agents

> If you've opted to have the Premium Feature Upgrade, you now have access to additional Premium and AI features within your account. If you do not have the Premium and AI features and would like to consider an upgrade, please email hello@usekilo.com

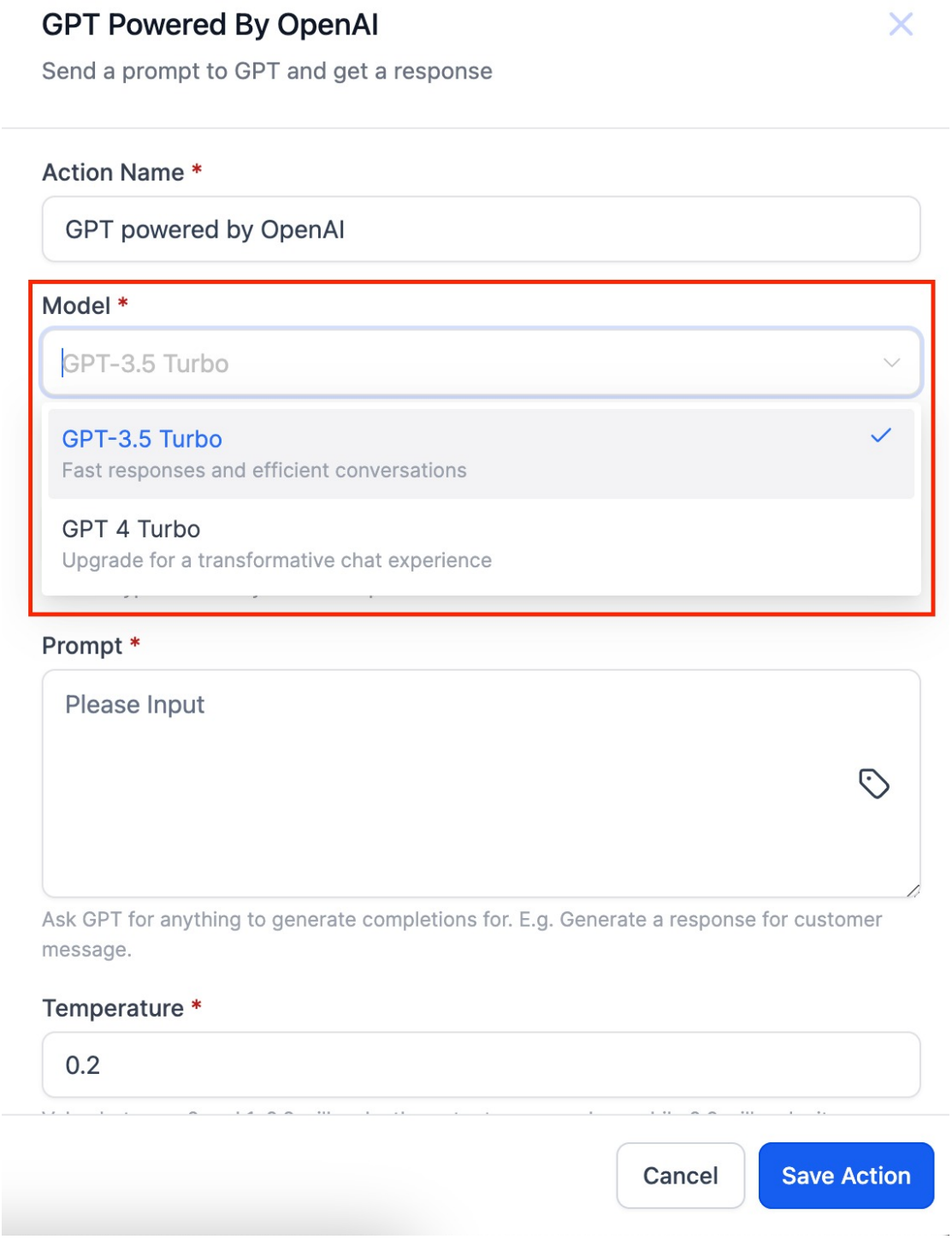
Create a workflow or use an existing workflow. After adding an appropriate Workflow Trigger, Scroll to Actions and add the Workflow AI - GPT powered by OpenAI Action:



Select Model

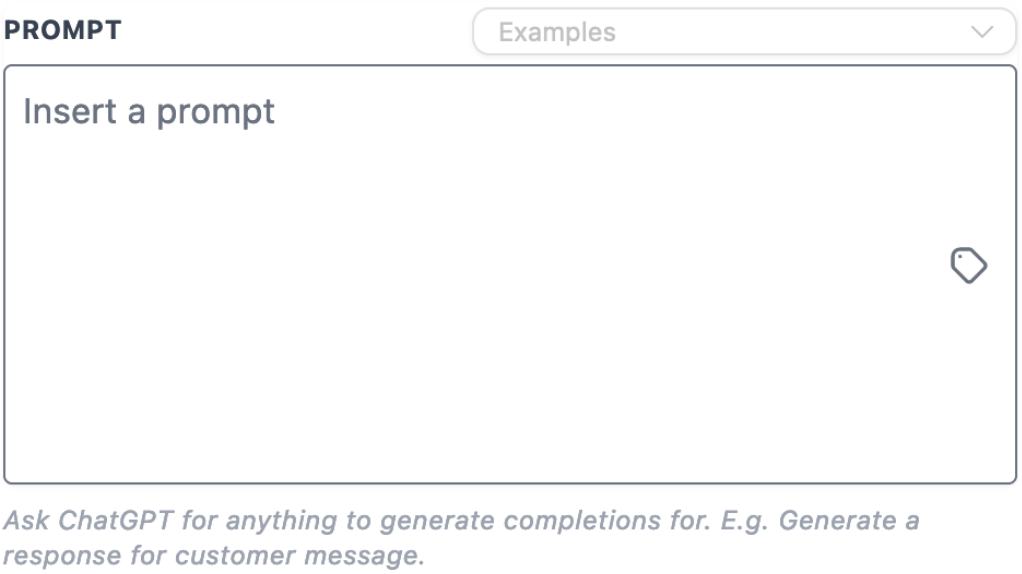
Users will be able to select from a "Model" to select from. By default GPT 3 Turbo will be selected but the users will have the option to select GPT 4 Turbo from the dropdown.

GPT 4 Turbo vs GPT 3.5 Turbo

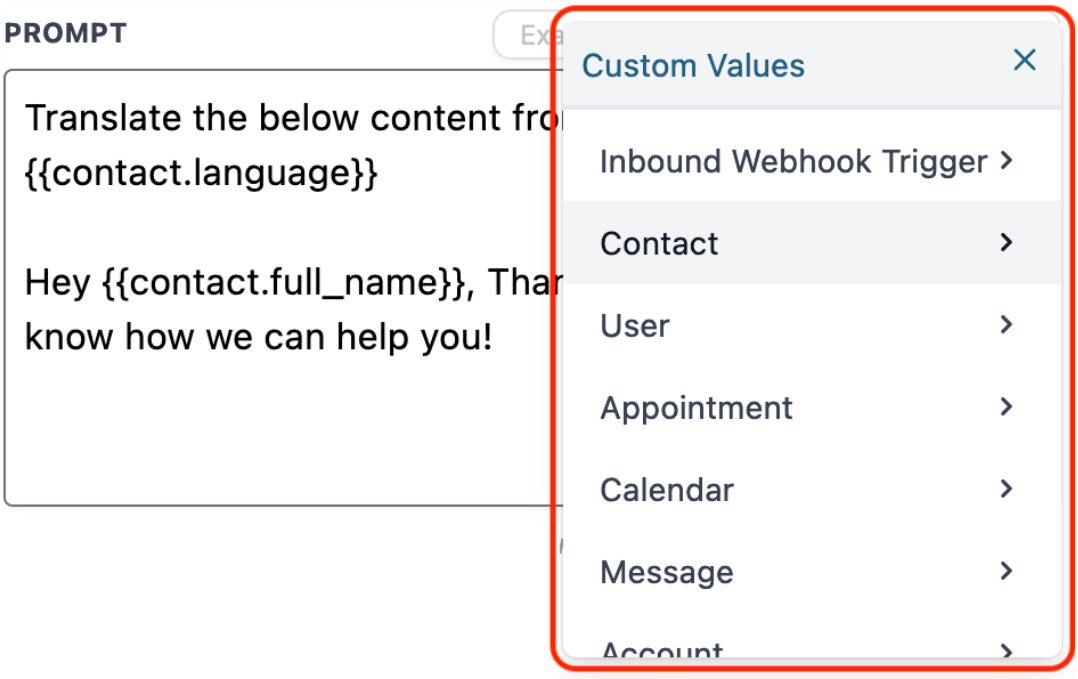


Prompt

Ask ChatGPT for anything to generate completions for. E.g., Could you generate a response for a customer message?



Dynamic prompts can be created by utilizing custom values.

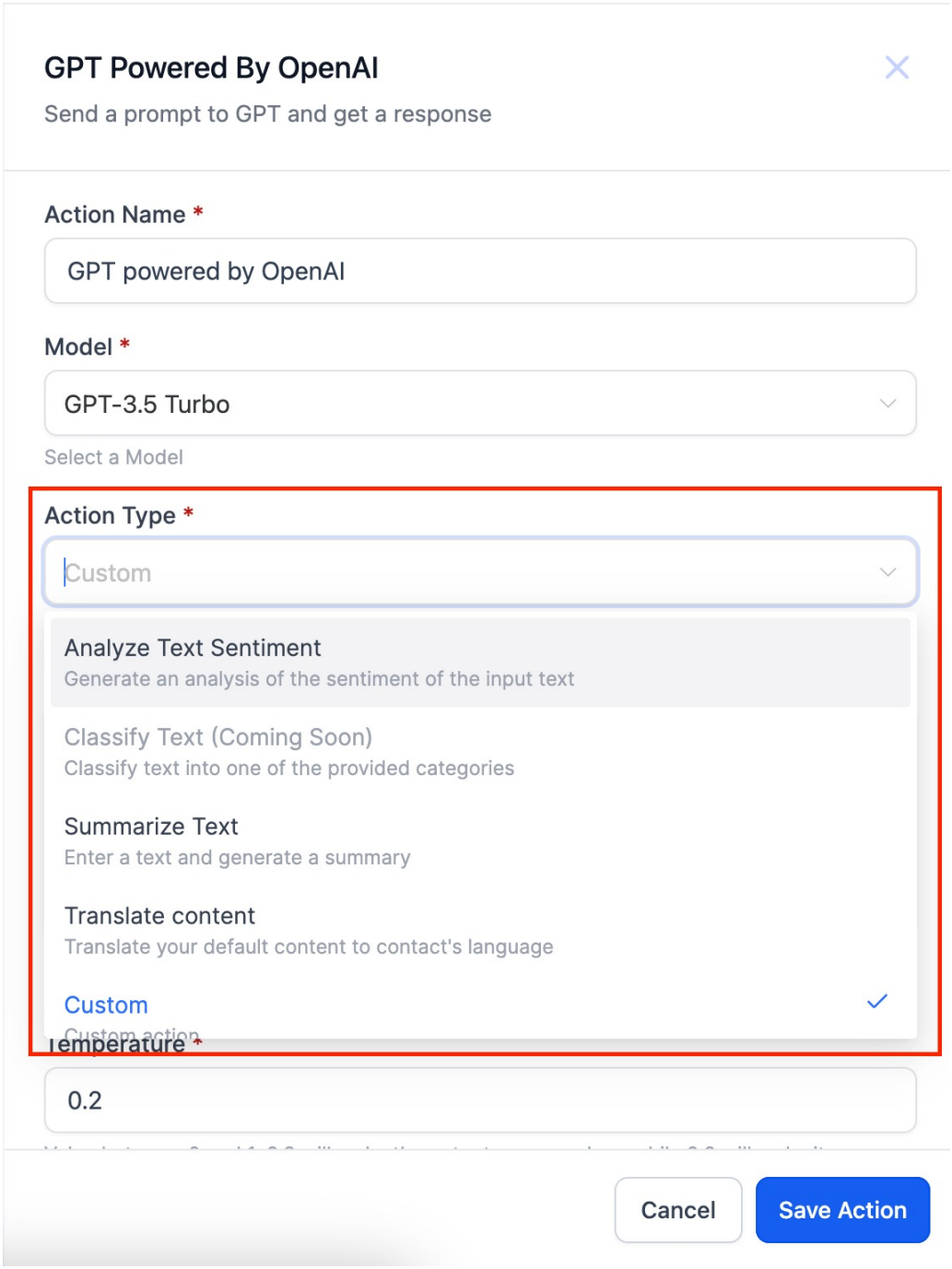


Select Action Type

Don't know what prompt to use, try some of our pre made action types. The prompt will auto populate and the action can be used based on that. Below options are available to select from

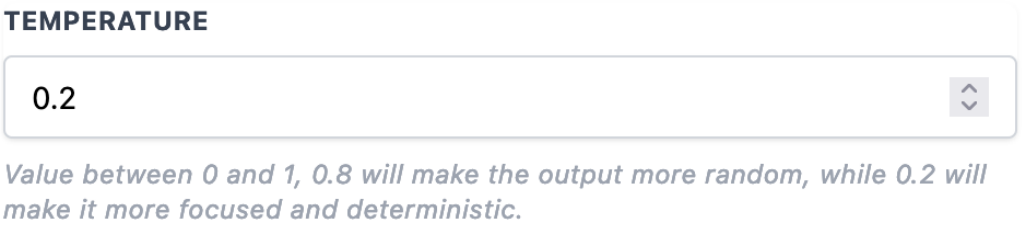
1. Analyze Text Sentiment
2. Summarize Text

3. Translate
4. Custom



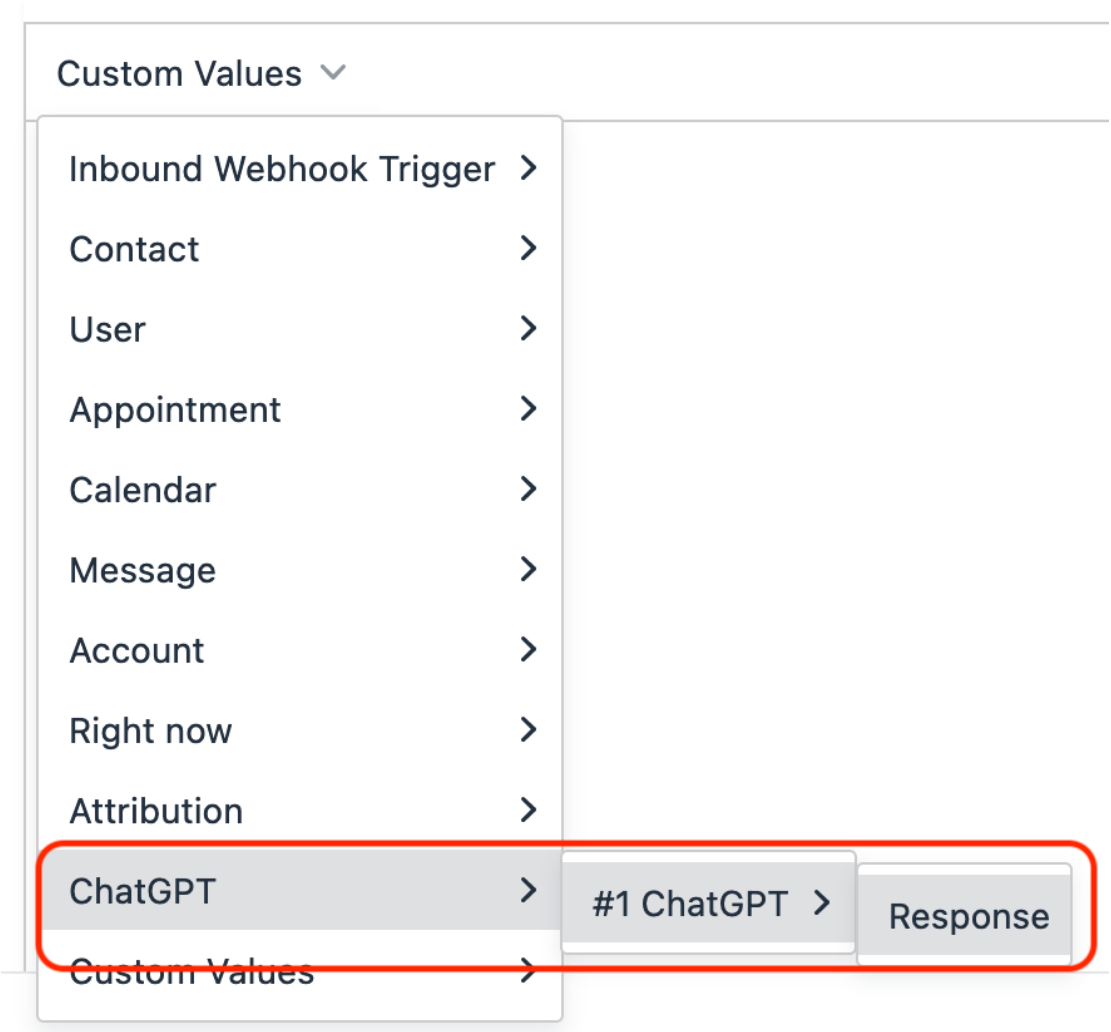
Temperature

Sampling temperature refers to the parameter used in generating AI text with varying levels of randomness. It is set between the range of 0.1 and 1. Higher values, such as 0.8, result in more diverse and random output. In contrast, lower values, like 0.2, produce more focused and predictable responses. Adjusting the sampling temperature allows users to customize the level of creativity and control in the AI-generated content.



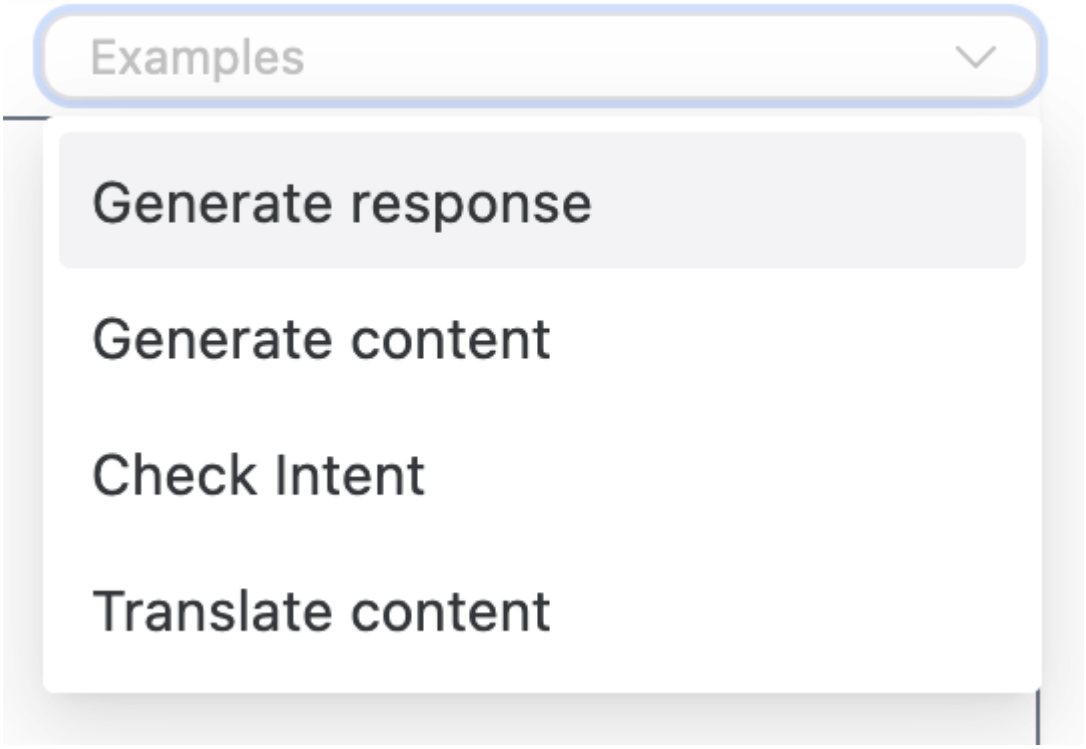
Output

After setting up the ChatGPT, you can use the results in further actions in your Workflow. {{chatgpt.1.response}}



Sample Prompts

You can begin by trying the prompt already loaded into the examples.



1. **Generate a response**

   - Reply to customer message

Prompt:

Your name is {{user.name}}. You are a helpful, creative, clever, and very friendly assistant. Generate a best response email to {{contact.name}} from {{user.name}} for the below message.

{{message.body}}

1. **Generate Email/SMS content**

   - Dynamic content for emails/sms

Prompt:

Generate email content without subject to promote the product in this link YOUR_WEBSITE to {{contact.name}} from {{user.name}}

1. **Check Intent**

   - To check whether the message has positive or negative intent with the power

of Workflow AI and take actions accordingly

Prompt:

Just reply only with POSITIVE, if the below message has POSITIVE INTENT and negative if the message has NEGATIVE INTENT

{{message.body}}

1. **Translate**

   - Translate your default content to the contact's language

Prompt:

Translate the below content from English to DESIRED_LANGUAGE

Hey {{contact.full_name}}, Thanks for reaching us. Let us know how we can help you!

Usage with Triggers and Actions

Workflow AI - ChatGPT Action can be widely used around the following triggers and actions,

- Customer Replied Trigger
- Other triggers like Form/ Order form/ Membership, to generate a custom message for the contact based on a custom field (Eg. translate the default content to customer's language)
- If/else to run different scenarios based on custom field condition or ChatGPT response data (Eg: if intent is POSITIVE?)
- Send the ChatGPT response to Slack, email, sms, google sheet or update notes, update custom field, etc,. (Eg: if intent is POSITIVE, send slack message notification)

FAQs

Can I customize the behavior and responses of the Workflow AI Action?

Absolutely! You can configure the Workflow AI Action by setting the desired temperature, which controls the randomness of the generated responses. Higher

temperatures produce more creative but less predictable responses, while lower temperatures produce more focused and deterministic outputs.

Are there any limitations or considerations when using the Workflow AI Action?

While the Workflow AI Action offers powerful capabilities, it's important to note that it relies on the underlying ChatGPT model. The responses generated by the AI may not always be perfect, and it's recommended to review and validate the output before sending it to customers. Additionally, extensive testing and monitoring are crucial to ensure the quality and accuracy of the generated responses.