## Lab 7-01: Generative AI for Email Drafting and Productivity

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| **Introduction**  Generative AI can help employees save time and improve productivity by drafting emails, responses, or internal communications automatically. Google Cloud’s Vertex AI makes it easy to experiment with text generation for business tasks without requiring coding skills. This lab demonstrates how to generate professional emails and internal notes using Vertex AI Studio, enabling teams to accelerate workflows and maintain consistency.  **Problem Scenario**  A company’s HR and operations teams spend a lot of time writing emails for routine tasks such as employee onboarding, leave approvals, and customer updates. The management wants to explore how Generative AI can automate drafting these emails to reduce repetitive effort while maintaining professional tone and clarity. The goal of this lab is to quickly generate sample emails and compare outputs to see how AI can support productivity.  **Solution**  **Step 1: Enable Required APIs**   1. Go to the Google Cloud Console: <https://console.cloud.google.com/>      1. Open the Navigation Menu (☰) > APIs & Services > Library.      1. Search for Vertex AI API and click Enable.     **Step 2: Open Vertex AI Generative AI Studio**   1. In the Google Cloud Console, search for Generative AI Studio in the search bar.     **Step 3: Create Email Drafts Using Prompts**   1. In the prompt box, type:    * “Draft a professional email to a customer informing them that their order has been delayed due to shipping issues”      * + Click Submit      1. Observe the generated email.      1. Try another prompt for internal communication:    * “Write an email to HR requesting approval for employee leave next week”      * + Submit and review the AI output     **Step 4: Experiment with Tone and Style**   1. Modify prompts to adjust style:    * “Write the above email in a friendly and empathetic tone”      * + Submit and review the AI output      * + “Write the above email in a concise and formal tone”      * + Submit and review the AI output     **Step 5: Explore Parameters**   1. On the right-hand side, adjust:    * Temperature (creativity of the response)      * + Max tokens (length of the email)      1. Submit the last prompt again to observe changes. |