

Bridging the Gap Between AI, Developers, Business Analysts, and Operations

Abstract

Currently, AI is only capable of decision making, planning, and natural language processing. It is not capable of executing a task.

As developers, we are able to develop software to execute tasks. By leveraging the OpenAI API we should be able to provide tools that the AI can act upon.

This research covers a potential strategy to integrate AI and allow it to perform real world tasks without manual instruction.

If this is possible, developers are no longer a bottleneck to change or an operational expense if the business needs to pivot or change its process. Business analysts can simply provide the same documentation that would be normally delivered to an employee.

Workflow

- Create a routine that executes when an email is received.
- Send a request to OpenAI that leverages the template below, and includes the contents of the customer's email.
- Provide a list of actions that have been previously programmed to the AI.
- Define how the AI should respond. In this example we provide a JSON structure that our system is able to interpret and execute.

Programs

These are the actions that have been programmed on an internal system. They will serve as potential actions that can be triggered when a customer e-mail is received.

Emergency Support: Create a support ticket describing the problem and send to the development lead.

Schedule Social Media: Leverage AI to generate a list of context appropriate posts/images. Place these suggestions into a queue for marketing's approval.

Schedule Meeting: If a date is provided, check calendar. If the time slot is available, send a calendar request with zoom meeting link. If the time slot is unavailable, send an email response

to negotiate other available times.

Unknown: Any action items not covered will trigger an email to customer support describing the request.

Example Request

Question

As a software development company, how should we respond to this customers email.

"Hey Kiefer, I woke up this morning and noticed our website is down. Can you investigate and let me know what is going on?

Also, I need you to schedule a social media post. We are launching a new year kick off coupon for 20% off. I want this scheduled for Tuesday morning.

Finally, when is a good time to schedule a meeting so we can go over the new home page?

Thanks,

John Doe"

Please respond using this format. Do not include keys that are irrelevant.

```
{  
  // Include this section if customer is asking for emergency support.  
  emergencySupport: "[Summary of customers issue or concern.]"  
  
  // Include this section if customer is asking for social media updates.  
  scheduleSocialMedia: {  
    date: "[Full timestamp. Null if not specified.]",  
    description: "[A description of the type of social media post requested.]"  
  }  
  
  // Include this section if customer is requesting a meeting.  
  scheduleMeeting: {  
    description: "[Summary of customers request]",  
    // Array of timestamps requested, if any.  
    datesRequested: []  
}
```

```
}

// Include this section if the customer has a request or action item that is not
covered in other sections.

unknown: "[Description and summary of customer concerns.]"
}
```

Answer

```
{

  emergencySupport: "Investigating the issue with the website being down."
  scheduleSocialMedia: {
    date: "Tuesday morning",
    description: "New year kick off coupon for 20% off"
  }
  scheduleMeeting: {
    description: "To go over the new home page",
    datesRequested: []
  }
}
```

Conclusion

If a developer provides integrations and tools, the AI is capable of performing any task that matches the business need.

Developers will no longer be a necessary component when it comes business logic or operational decision making.

Business logic and process can be written by a business analysts. Business can afford to be more agile. Requirements can pivot more frequently as long as code has been written for the core actions.