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Advanced ChatGPT Automation and Workflow Optimization Training Course

13 – 24 June 2027
Kuala Lumpur

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Ref: 20_511 **Date:** 13 – 24 June 2027 **Location:** Kuala Lumpur **Fees:** 8500 GBP

ChatGPT Automation and Workflow Optimization is a 2-week advanced training course for operations managers, business analysts and process improvement leads who want to move repetitive knowledge work onto reliable language model pipelines and return with a workflow automation blueprint. Organisations now find that scattered prompting saves minutes, while designed chains, custom GPTs and integrations recover whole days of effort. Jupiter Prime Training runs this course for builders of dependable, measurable automations.

Why ChatGPT Automation and Workflow Optimization Matters Now

Three forces shape this subject today: assistants that can call tools and read files, operations leaders under pressure to release capacity without adding headcount, and growing scrutiny of how prompts handle sensitive records. An organisation that designs automations deliberately gains faster cycle times and consistent output; one that lets ad hoc scripts multiply gains hidden errors and data exposure. The course rests on ISO/IEC 42001, the international standard for an artificial intelligence management system, and the NIST AI Risk Management Framework NIST AI RMF for mapping and managing automation risk.

Who Gains Most from ChatGPT Automation and Workflow Optimization

- Leaders responsible for back-office throughput, service levels and the cost of repetitive processing
- Analysts who document processes and translate business requirements into automated steps
- Continuous improvement specialists who run lean or Six Sigma reviews of knowledge workflows
- Owners of shared mailboxes, report packs and document queues that consume skilled hours
- Digital enablement staff who configure connectors, assistants and departmental tools

Operations groups gain most when an analyst, a process owner and an enablement lead attend together, because each automation needs all three viewpoints to survive past launch.

ChatGPT Automation and Workflow Optimization Capabilities

Participants leave able to turn a manual knowledge task into a tested, governed and measured automation that colleagues can rely on.

- Assess which knowledge tasks justify language model automation — the sponsor deciding where to invest effort
- Design multi-step prompt chains with structured outputs — the process owner who needs predictable results
- Build custom GPTs and API or no-code integrations — the business unit receiving the automation
- Specify data handling guardrails and audit logging — risk and information security reviewers
- Calculate time saved and output quality against a baseline — finance partners and sponsors
- Communicate a scaling route for proven automations — department heads planning capacity

Key ChatGPT Automation and Workflow Optimization Terms

- Prompt chaining — linking several model calls so each stage takes the previous output as its input, making complex tasks verifiable.
- Custom GPT — a configured ChatGPT assistant with fixed instructions, reference files and optional actions for one repeatable job.
- Function calling — a model capability that returns structured arguments so software can trigger an external system or database query.
- Webhook — an automatic message sent by one application to another when an event occurs, used to start an automation.
- Evaluation test set — a fixed collection of sample inputs with expected results, rerun after changes to detect quality regressions.
- Prompt injection — hostile text hidden in an input that tries to override an assistant's instructions or extract protected information.

ChatGPT Automation and Workflow Optimization Day by Day

Day 1: Automation Opportunity Landscape

- Task Inventory Mapping — Which Knowledge Tasks Suit Language Model Automation
- Effort and Volume Profiling — Ranking Candidate Workflows by Recoverable Hours
- Large Language Model Capability Limits — Setting Realistic Automation Boundaries
- Human-in-the-Loop Patterns — Where Reviewers Must Stay in the Flow
- Opportunity Scoring Matrix — Selecting the First Three Automation Candidates

Day 2: Prompt Engineering for Repeatable Output

- System Prompt Architecture — Locking Tone, Format and Role for Reuse
- Few-Shot Example Libraries — Reducing Variance in Structured Responses
- Output Schemas and JSON Mode — Making Responses Machine-Readable
- Prompt Versioning Registers — Tracking Changes That Alter Results
- Failure Case Catalogues — Anticipating Hallucination and Format Drift

Day 3: Prompt Chaining and Multi-Step Reasoning

- Sequential Chain Design — Splitting Complex Requests into Verifiable Stages
- Router Prompts — Directing Inputs to the Right Specialised Chain
- Extract-Transform-Summarise Chains — Turning Long Documents into Briefs
- Self-Critique Loops — Letting the Model Check Its Own Draft
- Chain Latency and Token Budgets — Balancing Speed Against Depth

Day 4: Custom GPTs and Assistant Configuration

- Custom GPT Instructions — Encoding Departmental Procedures and Style Rules
- Knowledge File Curation — Choosing Reference Material the Assistant Trusts
- Actions and Function Calling — Connecting Assistants to Business Systems
- Conversation Starters and Guardrail Phrasing — Steering Everyday Users
- Assistant Ownership Model — Who Maintains Each Custom GPT

Day 5: API and No-Code Integration

- OpenAI API Request Anatomy — Models, Parameters and Response Handling
- No-Code Connectors Such as Zapier and Make — Linking Email, Forms and Sheets
- Webhook Triggers — Starting Automations from Business Events
- Error Handling and Retries — Keeping Integrations Running Unattended
- Build Versus Configure Choice — When Code Beats a Connector

Day 6: Workflow Redesign for Knowledge Work

- Current-State Swimlane Mapping — Exposing Handoffs and Rework Loops
- Future-State Design with AI Steps — Redistributing Effort Between People and Models
- Exception Paths — Routing Low-Confidence Outputs to Human Reviewers
- Standard Work for AI-Assisted Tasks — Writing the New Operating Procedure
- Sector Cases from Banking Back Offices and Hospital Administration

Day 7: Measuring Time Saved and Quality

- Baseline Time Studies — Capturing Effort Before Automation Goes Live
- Cycle Time and Throughput Metrics — Proving Workflow Gains
- Output Quality Rubrics — Scoring Accuracy, Completeness and Tone
- Evaluation Test Sets — Regression Checks After Every Prompt Change
- Benefit Tracking Dashboards — Reporting Hours Released to Sponsors

Day 8: Data Handling Guardrails and AI Risk

- Data Classification Rules — Deciding What May Enter a Prompt
- Prompt Injection and Leakage Threats — Hardening Assistants Against Misuse
- ISO/IEC 42001 Controls — Structuring an AI Management System for Automations
- NIST AI RMF Functions — Mapping, Measuring and Managing Automation Risk
- Audit Logging and Retention — Evidencing How Each Output Was Produced

Day 9: Scaling Automations Across Teams

- Automation Pipeline Intake — Triage of Requests from Business Units
- Reusable Prompt and Chain Libraries — Avoiding Duplicate Builds
- Champion Networks — Spreading Skills Beyond the Core Builders
- Licence and Usage Cost Monitoring — Keeping Spend Proportionate to Benefit
- Change Communication — Addressing Role Concerns as Tasks Shift

Day 10: Practising the Automation Blueprint

- Opportunity Scoring Applied — Confirming a Real Workflow from Participants' Teams
- Chain and Custom GPT Build — Assembling the Chosen Automation End to End
- Guardrail and Test Set Review — Applying Data Rules and Regression Checks
- Benefit Measurement Plan — Setting Baselines and Tracking Metrics
- Workflow Automation Blueprint — Completing and Presenting the Final Document

Applying ChatGPT Automation and Workflow Optimization After the Course

- Run a baseline time study on one shortlisted workflow and launch its prompt chain with an evaluation test set in place
- Convene the process owner and risk reviewer to approve data classification rules for every custom GPT the team operates

ChatGPT Automation and Workflow Optimization Questions FAQ

What is ChatGPT automation and workflow optimization, and why does it matter now?

It is the disciplined design of prompt chains, custom GPTs and integrations that take over repetitive knowledge tasks. It matters now because assistants can call tools and read files, so poorly governed shortcuts multiply quickly while well designed automations release substantial skilled capacity.

Which roles gain most from ChatGPT automation and workflow optimization?

Operations managers, business analysts and process improvement leads gain most. You own processes, document requirements or measure improvement, so you can choose candidate tasks, build the automation and prove its benefit without waiting for a central engineering queue.

How does ChatGPT automation and workflow optimization training differ from an introductory generative AI course?

It goes well beyond everyday prompting. An introductory course covers safe use and basic prompts, whereas this subject covers chaining, structured outputs, API and no-code integration, evaluation test sets, guardrails and scaling, so you build automations that run unattended.

What do you bring back from ChatGPT automation and workflow optimization training?

You bring back a documented blueprint for one real workflow. It includes the chosen chain or custom GPT design, integration points, data rules, an evaluation test set and a benefit measurement plan ready for sponsor approval.

ChatGPT Automation and Workflow Optimization: The Way Forward

The workflow automation blueprint first informs which candidate task receives build effort and how its benefit will be proven. Process owners, analysts and risk reviewers use it to agree data rules, test sets and handover steps. After its first live cycle, revisit the exception paths and quality rubric, because real inputs reveal edge cases that sample data rarely shows.