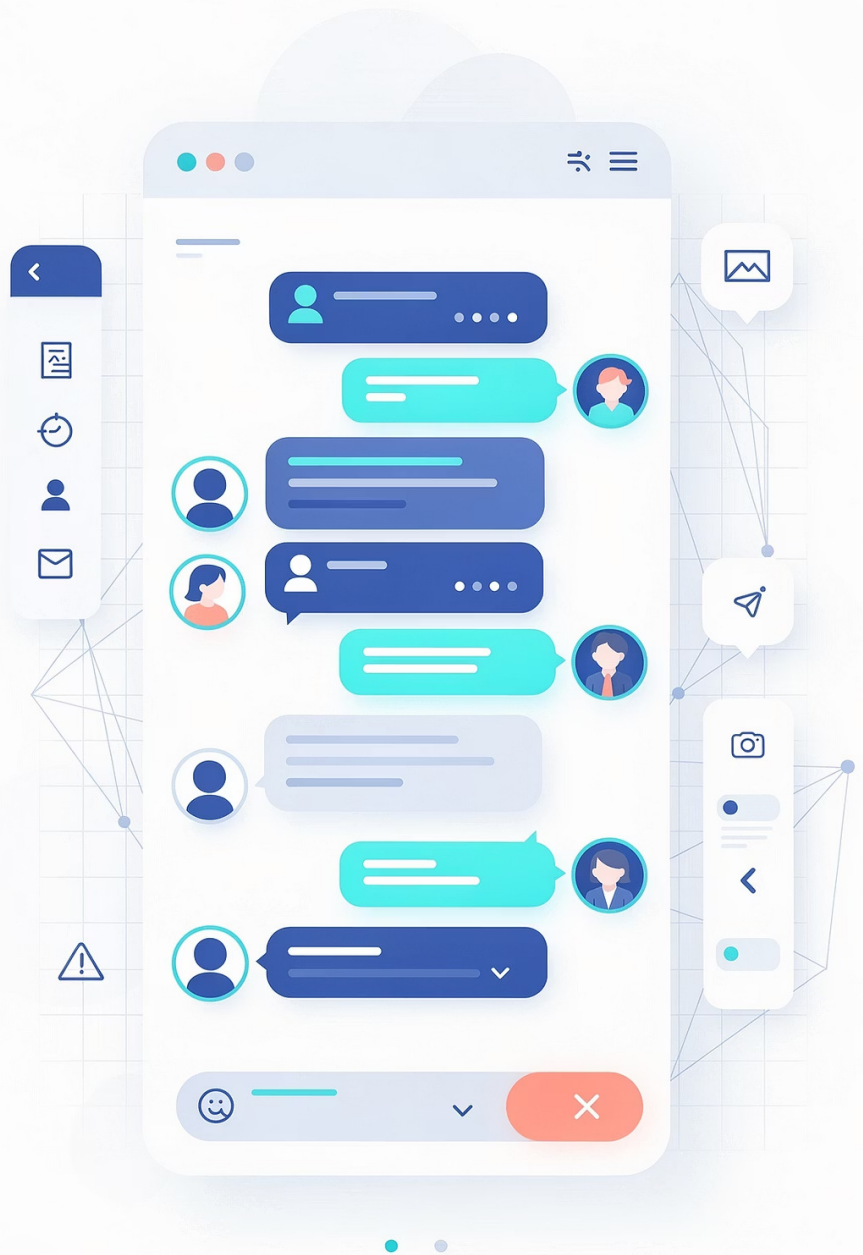
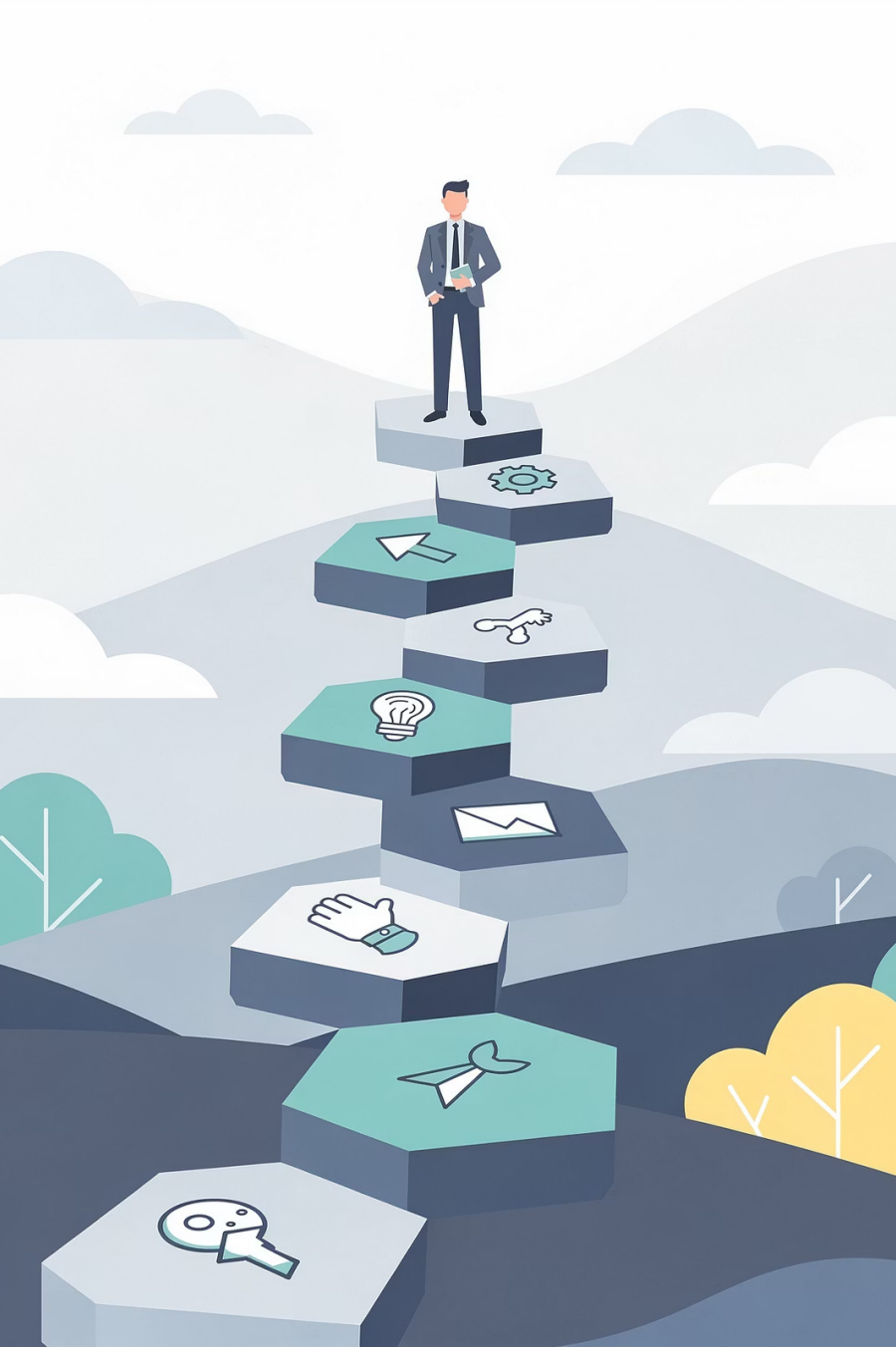




Creating Chatbots to Support Your Daily Work

Using Playlab to create custom chatbots

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OBJECTIVES

Learning Outcomes

Understand Chatbots

Learn what a chatbot is and how it differs from general AI tools

Identify Use Cases

Discover when and why to create your own custom chatbot

Learn How to Build Your Own

Learn how to create a functional chatbot tailored to your specific needs

What is a Chatbot?

Definition

A chatbot is a digital assistant that uses artificial intelligence to respond to questions, provide information, or support tasks through conversation.

Think of it as a specialized team member who's always available, never forgets your processes, and consistently applies the guidelines you've set.



Chatbots vs. Generative AI Tools

Using a Generative AI Tool

- Designed for general-purpose use
- Responds based on broad, public knowledge
- You adapt your work to the tool
- Each interaction starts fresh

Creating Your Own Chatbot

- Designed for a specific role, task, or audience
- Uses content, guidance, and boundaries you define
- The tool adapts to your work
- Provides consistent, repeatable support

 **Key Takeaway:** Generative AI tools answer questions. Custom chatbots support workflows.

Why Create Your Own Chatbot?

What do I gain?

Creating your own chatbot allows you to design a tool that reflects your role, values, and workflows. Instead of adapting to generic AI tools, you build an assistant that supports how your work actually happens.



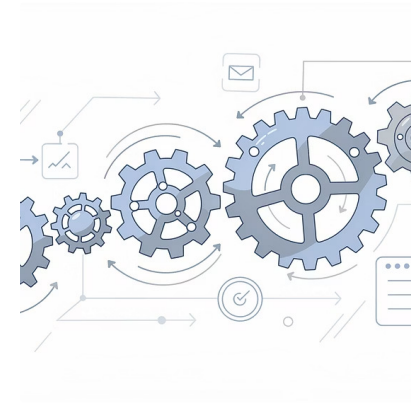
Tailored to You

Reflects your specific role and designed around your responsibilities and priorities.



Consistent Support

Provides reliable, repeatable responses aligned with your standards when you are not available.



Workflow Integration

Adapts to how your work actually happens, not the other way around.

When Should You Create Your Own Chatbot?

What signals that I should build one?



Process & Procedures

People need help understanding processes and your work involves specific organizational workflows



Recurring Questions

People ask you the same things again and again and you often rewrite the same emails or instructions



Representation Matters

You want an AI tool that mirrors how you communicate and keeps institutional language consistent



Accuracy Matters

Consistency and precision are vital because mistakes happen when guidance varies



Introducing the Playlab Platform



Closed Environment

A secure, guided space for building and testing



Defined Boundaries

Work with AI using clear parameters and intentional design



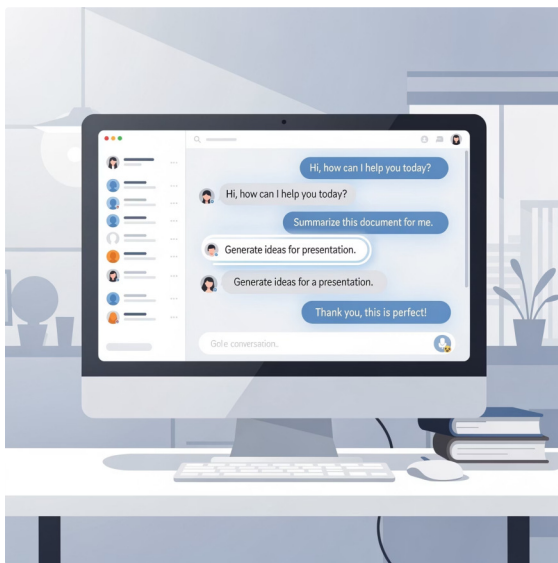
Purpose-Built

Create custom chatbots with specific content and guidance

Playlab is a closed, guided environment designed for building and testing custom chatbots. It allows you to work with AI using defined content, clear boundaries, and intentional design.

DEMO

Let's Check Out Some Bots



Real-World Examples

We'll explore chatbots built by Classified Professionals and educators in various roles.

Each demonstrates how custom chatbots can transform specific workflows and provide consistent, role-aligned support.

What Might You Build?



Before you build anything, let's clarify why and for whom you are creating a chatbot. Thinking intentionally about the audience, the problem, and the solution helps ensure the chatbot is useful, focused, and aligned with real needs—not just a technical exercise.

This reflection will guide the decisions you make once you are inside Playlab.

Let's brainstorm together!

01

Who is this for?

Identify your specific audience

02

What problem does it solve?

Define the challenge clearly

03

How will it help?

Articulate the solution



AI Mad Lib

Now that you've had a chance to brainstorm a list of ideas, let's pick one and develop it a little further.

☐ **Your Task:** Use the Mad Lib below to take the first steps of building your chatbot.

I want to build a chatbot that helps with by .



Critical Ideation

When you move into building, it's important to slow down and reflect. Designing a chatbot isn't just about what it can do—it's about how well it supports real work, real people, and real needs.

The questions below help you think critically about effectiveness, clarity, and responsibility as you build.

Does this chatbot solve a real problem for my audience?

Is the scope clear and manageable?

Have I considered potential biases or limitations?

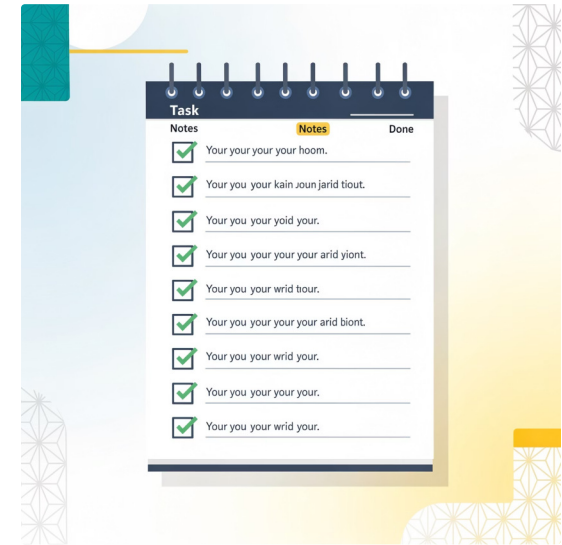
Will this tool be accessible and equitable?

Prompt Engineering

What is Prompt Engineering?

To build your app, you'll be practicing prompt engineering. Prompt engineering is simply the practice of writing really clear directions so that AI knows what you want.

We've all had that boss who wasn't clear on what they wanted and was upset when you didn't read their mind. Don't be that boss. Be clear and explicit. Give examples. Help AI know what you want.



Be Specific

Provide detailed, concrete instructions

Give Examples

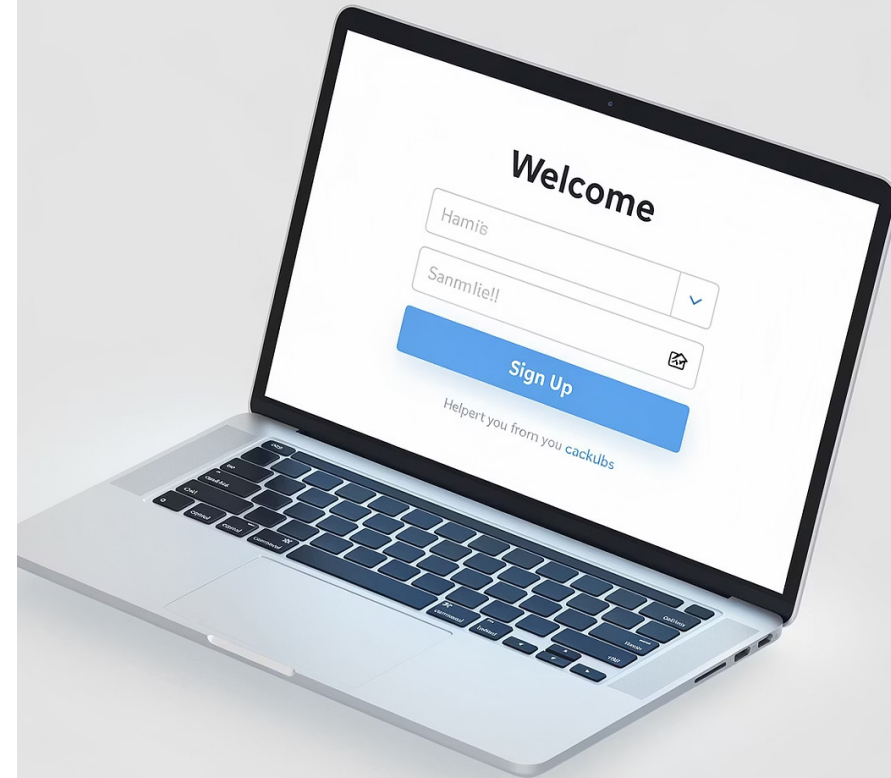
Show what good output looks like

Set Boundaries

Define what the bot should and shouldn't do

Request to Join Playlab

CLI Playlab Sign Up



Walkthrough: Building Your First App

We'll demonstrate the following components and walk through building an app together. Check for understanding at each step.

1

LLM Selector

Choose your AI model

2

Simulator/App Preview

Test your chatbot in real-time

3

Builder

Configure background, steps, examples, and references

4

References

Add supporting documents and resources

5

Assistant

Get help as you build

6

Publish

Share your completed chatbot

☐ Then test it! Make changes. You are the boss. The clearer you get, the more support you give it, the greater it can become!

NEXT STEPS

Call to Action



Start to Play

Experimenting with your chatbot



Share with Your Department/ Colleagues

Bring this information to your team



Demo Your Bot

Show off what you've built



Stay in Touch

Contact me if you have any questions





Thank You!

Questions?

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