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# Artificial Intelligence (AI) in Everyday Office Work - English - PDF

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Katja Stein

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# Artificial Intelligence

## *in Everyday Office Work*

Work more efficiently, automate processes and make more time for what matters




Practical tips you can use immediately

Proven tools & solutions

Greater efficiency at work

# Artificial Intelligence (AI) in Everyday Office Work

## ChatGPT, AI Agents, Automation and Practical Solutions for Business and Office Professionals

A Practical Handbook for Business and Office Professionals

Katja Stein

1st Edition

Knowledge Reference Date: October 2026

Deine-Akademie24

www.deine-akademie24.de

## A Note on Currency

Features, models, user interfaces, pricing plans and legal frameworks evolve rapidly. The knowledge reference date indicates the month used as the editorial point of reference. Before putting an application into practice, check current primary sources and the terms that apply to the specific application. Examples and exercises do not replace a review of an actual business transaction.

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# Preface

## Why I Wrote This Book

I wrote this book to explain artificial intelligence clearly and make its use in business and office roles accessible step by step. I want an interesting technology to become a source of practical support: for correspondence, organization, spreadsheets, customer service and traceable digital workflows. For me, practical possibilities and responsible handling of information go hand in hand.

Artificial intelligence, or AI, can prepare many tasks and, with suitable tools, carry out work steps as well. It can also make mistakes. This book therefore aims not only to encourage experimentation but also to show how to check results, set boundaries and take responsibility for decisions.

The knowledge reference date for this 1st Edition is October 2026. Technology develops rapidly. Individual programs, features, models and terms may change shortly after publication. The fundamental working methods and review questions are intended to help you assess new possibilities with an informed perspective.

You can find additional information about the services offered by Deine-Akademie24 at www.deine-akademie24.de. I hope you find this book informative and discover many carefully checked ideas for your everyday office work.

Katja Stein

## Aim and structure of the book

Artificial intelligence is increasingly becoming an important part of the modern working world. What was considered a future technology just a few years ago is already being used in numerous companies today. Especially in everyday office work, AI-assisted applications open up new opportunities to make work processes more efficient, prepare information more quickly and simplify recurring tasks.

Whether creating business correspondence, preparing presentations, evaluating tables, organizing appointments or processing customer inquiries - artificial intelligence can support employees in many commercial areas. At the same time, new requirements arise for the use of digital tools, the evaluation of information and the responsible use of modern technologies.

This book aims to convey the application of artificial intelligence in everyday office work in an understandable, practical and systematic manner. The focus is not only on the technical functionality of individual applications, but above all on the question of how AI can be meaningfully integrated into professional work processes.

A particular focus is on ChatGPT and the formulation of effective inputs, known as prompts. The book also covers the use of AI in office communication, spreadsheets, data analysis, sales, customer service, human resources organization and accounting. Further chapters deal with the automation of recurring tasks, digital workflows and the legal and organizational framework.

The structure follows a step-by-step learning structure. First, basic terms and functionality are explained. Based on this, concrete possible applications are presented and illustrated using business examples. Finally, practical projects, exercises, sample solutions and templates offer the opportunity to consolidate the knowledge acquired and transfer it to typical professional situations.

The book combines basic knowledge with application-oriented learning. It is intended to enable people to realistically assess the possibilities of artificial intelligence, identify suitable areas of application and use digital tools in a targeted manner.

## Who is this book suitable for?

This specialist book is aimed at anyone who wants to get to know and use artificial intelligence in everyday professional life or expand their existing knowledge.

The target groups addressed include in particular:

- Career starters who want to prepare for modern requirements in commercial and administrative activities.
- Office and administrative employees who want to organize their daily work processes more efficiently.
- Employees in sales and customer service who are looking for support with communication, conversation preparation and documentation.
- Business professionals who want to use AI to create reports, process data or prepare economic evaluations.
- Self-employed people and freelancers who want to simplify administrative tasks and make more targeted use of their available work resources.
- Small and medium-sized companies examining options for digitalization and process optimization.
- Trainees and participants in further vocational training who would like to familiarize themselves with digital skills and modern working methods.
- Managers and those responsible for work organization who have to plan and assess the use of AI in the company.

Neither programming knowledge nor extensive technical knowledge is required to work with this book. The content is explained step by step and supplemented by practical examples. Basic computer knowledge is helpful in order to be able to independently understand the applications and exercises described.

People who have already gained experience with ChatGPT or other AI applications can also benefit from the advanced chapters. You will receive suggestions to systematize your way of working, to examine results more critically and to use AI not only for individual text tasks, but also for related work processes.

The book is intended as a practice-oriented learning and reference work. It does not replace individual legal advice or a professional review in areas where there are binding decisions or special legal requirements.

## How the book can be used effectively

In order to get the most out of this book, we recommend that you engage with the content step by step and actively.

The individual chapters build on one another thematically. Readers without prior knowledge should therefore start with the basics if possible. Anyone who already works with AI applications can switch specifically to the topics that are particularly relevant to their own area of responsibility.

When reading, the focus should not only be on understanding the theoretical content. The key is to try out the methods presented yourself and assess their suitability for your own professional practice.

For effective use, the following procedure is recommended:

**1. Understand the basics**

First, familiarize yourself with the most important terms, functions and limitations of artificial intelligence. A basic understanding makes it easier to realistically assess the possibilities of the applications and to recognize typical errors.

**2. Follow examples**

Read the practical examples carefully and pay attention to what information is made available to an AI, how the task is formulated and what criteria are used to assess the result.

**3. Carry out your own experiments**

Transfer the procedures shown to suitable tasks from your everyday work. Formulate your own prompts, compare different results and change your instructions if the desired result is not yet achieved.

**4. Critically review results**

Never accept AI-generated content without checking it. In particular, check numbers, calculations, names, dates, sources and legally relevant statements. Also check whether the result is complete, factually correct and suitable for the intended purpose.

**5. Develop reusable solutions**

If a procedure works, document it. Save appropriate prompts, create checklists or develop standardized workflows. In this way, a personal collection of useful tools is gradually created.

**6. Evaluate progress regularly**

Observe whether the use of AI actually leads to improvement. Take into account not only the time saved, but also the quality of the results, the required control effort and possible risks.

It is not necessary to go through all the content in a short time. Sustainable learning success often comes from using individual methods regularly and gradually improving them.

## Notes on exercises, practical examples and templates

An essential part of this book is the combination of specialist knowledge and practical application. That's why the explanations are supplemented by examples, tasks, exercises and reusable templates.

The practical examples are based on typical situations from commercial and administrative activities. This includes, for example, formulating a business email, preparing a customer meeting, creating meeting minutes, analyzing a spreadsheet or planning an automated workflow.

The examples are intended to show how a task can be structured, an AI can be sensibly instructed and a result can then be evaluated. They serve as orientation and do not have to be adopted unchanged. Depending on the company, industry, target group and specific task, adjustments may be necessary.

The exercises enable you to apply the acquired knowledge independently. They range from basic tasks for beginners to more extensive case studies in which several work steps are combined. The associated sample solutions offer a comparison option and help to understand different solutions.

The templates and prompt collections are intended as practical working aids. They can be copied, adapted and further developed for suitable professional tasks. A prompt is no guarantee of a specific result. The quality of the answer depends, among other things, on the task, the context provided, the available functions and the AI system used.

Please observe the applicable data protection and security regulations for all exercises and examples. For practical tests, always use fictitious or sufficiently anonymized data. Confidential company information, personal data and trade secrets may not be entered into external AI applications without appropriate review and authorization.

It should also be taken into account that AI applications are constantly changing. User interfaces, features, terms of use and prices may differ or change over time. The procedures described in this book are therefore not only intended to convey individual functions, but above all to create a transferable understanding of the sensible use of artificial intelligence.

The most important principle is: Artificial intelligence is a tool to support human work. It can prepare tasks, structure information and provide new solutions. However, the responsibility for selecting, testing and using the results remains with the people who use these results professionally.

If you actively work on the contents of this book, carry out the exercises and apply the methods presented to your own tasks, you will create a solid foundation for a conscious, efficient and responsible use of artificial intelligence in everyday office work.

I wish you an interesting read and lots of helpful insights for your professional practice.

**Deine-Akademie24**

*Your career, your location, your pace.*

# Part I – Fundamentals and a Safe Start

# Chapter 1: Introduction to Artificial Intelligence

## 1.1 What is artificial intelligence?

**Term and basic definition**

Artificial intelligence, often referred to by the abbreviation AI, is a branch of computer science concerned with the development of computer systems that can perform tasks that normally require human abilities such as learning, language processing, pattern recognition, problem solving or decision support.

In English-speaking countries the term Artificial Intelligence is used, from which the internationally used abbreviation AI is derived. The German name and the English term stand for the same technical and scientific area.

The goal of artificial intelligence is to develop computer systems so that they can perform specific tasks based on data, rules, statistical relationships or learned patterns. Depending on the application, such systems are able, for example, to analyze texts, recognize speech, evaluate images, create forecasts or provide suggestions for certain questions.

An important distinction is required here: artificial intelligence does not have to think or understand like a human in order to carry out a task successfully. Many AI systems handle problems using mathematical methods and statistical models. They produce results by processing information and using connections learned during their development or training.

An AI system therefore does not automatically have human consciousness, its own intentions, or a true understanding of the meaning of its results. Even if its answers seem convincing and understandable, they may be incorrect, incomplete or misleading.

**Example from everyday office work:**

An employee receives a large email with a customer complaint. They use an AI application to summarize the content, highlight the main points of criticism and create a factual draft answer.

The AI can analyze the text, filter out relevant information and suggest a suitable wording. However, whether the complaint is actually justified, which contractual regulations apply and which solution may be offered to the customer must be checked based on the actual information and, if necessary, decided by the responsible employee.

This example illustrates the fundamental nature of artificial intelligence: it can support human work, process information and accelerate certain tasks. This means that professional responsibility is not automatically transferred to the system.

**The essential characteristics of artificial intelligence**

Not every digital tool is an AI application. For example, a regular calculator performs predetermined mathematical calculations. A classic spreadsheet calculates values using defined formulas. An AI system, on the other hand, can, under certain conditions, recognize patterns in data, process natural language or generate new content based on learned relationships.

The important features of modern AI systems include in particular:

**1. Data processing**

AI systems can process large amounts of structured or unstructured information. This includes, for example, tables, texts, images, audio files or other digital content. Which data can be processed depends on the respective application.

**2. Pattern recognition**

Many AI processes recognize recurring connections in data. For example, a fraudulent transaction detection system can identify unusual payment movements, while text analysis can identify common topics or terms.

**3. Learning from examples**

Machine learning involves training models using data to perform specific tasks. Mathematical parameters are adjusted so that the model can, for example, distinguish objects, classify texts or make predictions. However, not every AI system continues to learn automatically during ongoing use.

**4. Language processing**

Modern AI applications can analyze and generate human speech. This allows, among other things, to formulate emails, summarize texts, answer questions or transfer content into other languages.

**5. Generation of new content**

Generative AI can generate new texts, images, audio files, videos or program code based on learned patterns. The results are not necessarily copied from a single existing template, but are generated based on the properties and relationships that the respective model has learned.

**6. Assistance with problem solving**

AI systems can bring together various information, suggest possible solutions or make forecasts. Whether a suggestion is factually correct and suitable for the specific situation must be checked depending on the area of application.

These characteristics do not appear in the same way in every AI application. For example, an image recognition system performs different tasks than a language model or an application for forecasting sales figures.

**Artificial intelligence in contrast to conventional software**

In order to correctly classify artificial intelligence, a comparison with classic software is helpful.

Conventional software often operates according to explicitly programmed rules. When a certain condition is met, a specified action is carried out. In an AI system, however, learned patterns or statistical models can play a central role in processing inputs and producing results.

| Feature | Classic software | AI-powered application |
|---|---|---|
| How it works | Often hard-coded rules and processes | Depending on the procedure, rules, models or learned patterns |
| Inputs | Default data and commands | Data, questions, text, images or other input |

| Feature | Classic software | AI-powered application |
|---|---|---|
| Results | Often clearly predictable under the same conditions | May vary depending on model, context and settings |
| Customization | Often requires programming or configuration changes | Depending on the system, this can occur through training, new data or customized input |
| Typical application | Fixed calculations, bookings or standardized processes | Language processing, pattern recognition, forecasting and content creation |

The table describes typical differences and not an absolute separation. For example, classic software can perform complex calculations, while AI applications can also contain fixed rules. Modern programs often combine both approaches.

**Practical example: Calculating an invoice**

A company uses a spreadsheet to calculate net amount and VAT. The stored formulas carry out the specified calculation if the entries are correct.

An AI application, on the other hand, can also help explain an invoice, identify conspicuous items or evaluate a table based on a naturally formulated instruction. However, errors can also arise. Especially in financial calculations, the results must be checked using reliable data and correct calculation methods.

In practice, classic software and AI often complement each other. The classic application, for example, carries out a binding calculation, while the AI supports the interpretation, preparation or communication of the results.

**What types of artificial intelligence are there?**

Artificial intelligence can be classified according to different criteria. Two distinctions are particularly helpful for understanding in everyday professional life: the classification according to the scope of services and the classification according to the technical method.

**Classification according to the scope of services**

**Specialized artificial intelligence**

Specialized AI is a system that was developed for specific tasks or a defined area of responsibility. Most AI applications in use today belong to this category.

Examples include systems for detecting spam emails, analyzing images, translating texts or creating text drafts. Despite their wide range of possible uses, powerful language models such as ChatGPT are also among the systems that process specific tasks within their technical limits.

**General artificial intelligence**

General artificial intelligence, often referred to as Artificial General Intelligence (AGI), describes a hypothetical system that could perform a wide range of different mental tasks at a level comparable to humans.

Such a system would have to be able to flexibly transfer knowledge and skills to new situations. Whether and when such AI will be achieved is the subject of scientific and social discussions. The term should not be equated with today's versatile AI applications.

**Superintelligence**

Artificial superintelligence is a hypothetical AI system whose capabilities would significantly exceed human capabilities in many relevant areas. This concept is primarily part of future research and the discussion about the possible long-term effects of artificial intelligence. It does not describe commonly available technology used in today's office life.

**Classification according to technical processes**

In addition to the scope of services, AI systems can also be differentiated according to the methods used.

- Rule-based systems: They apply predetermined rules to defined situations. Depending on the technical classification, such systems are viewed as AI or as classic rule-based software.
- Machine learning: Models recognize patterns in data and use them, for example, to classify, predict or identify relationships.
- Neural networks: These models consist of interconnected computational units and are often used for complex pattern recognition tasks.
- Deep Learning: This is machine learning with deep neural networks, used in speech, image and audio processing, among other things.
- Generative AI: These systems generate new content such as text, images or audio. Many modern generative applications are based on deep neural networks.

The procedures partially overlap. For example, generative AI is often built on deep learning. The terms therefore do not exclusively refer to separate categories.

**Why is artificial intelligence important for business and office roles?**

Information, communication, organization and economic decisions play a central role in business and office roles. Many activities consist of preparing data, creating documents, answering inquiries, coordinating appointments or monitoring work processes.

AI can be used to provide support in precisely these areas.

Possible areas of application include:

- Office communications: Create drafts of emails, cover letters, call notes, and internal communications.
- Document editing: Summarizing long texts, structuring information and linguistically revising documents.
- Data analysis: Explain tables, identify abnormalities and prepare evaluations.
- Sales: Develop conversation guides, product descriptions and follow-up messages.
- Customer Service: Categorize customer inquiries, create suggested answers, and process common questions.
- Human resources organization: Prepare job advertisements, induction plans and training materials.
- Work organization: Create checklists, task overviews and process descriptions.
- Automation: Connect appropriate recurring activities to digital workflows.

The benefits do not arise solely from the fact that AI is used. What is crucial is whether the application is suitable for the respective task, whether the information provided is sufficient and whether the result can be reliably controlled.

A simple text draft can often be checked with a manageable amount of effort. However, an incorrect tax assessment, incorrect contract information or an inaccurate financial analysis can have significant