



Workspace agents

Build reusable workflows in ChatGPT with clear jobs, trusted context, and the ability to connect to your own systems.

SESSION RECORDING

[▶ Replay on the OpenAI Academy](#)

ACCESS REQUIRED

For Enterprise workspaces, your workspace owner must enable access to both build agents, and to access apps and skills

EXPECTED OUTCOME

Scope (and maybe build!) a draft of a workspace agent for your team

WHAT WE COVERED

Core concepts

- ◆ Workspace agents allow you to build sophisticated workflows with instructions, skills, and connected apps
- ◆ You can build a workspace agent by just chatting in ChatGPT, and you can update instructions in chat
- ◆ Consider when you want the agent to stop and get human input before proceeding with a task

Example use cases

- Meeting prep briefs
- Support or feedback triage
- Meeting notes to follow-up plans
- Weekly status or reporting summaries

Tips & tricks

- ◆ Start with a slice of work, not an entire job. You can add more later!
- ◆ Ask: “Could I explain this job to a new teammate in 10 minutes?”

TRY IT OUT

Think of a use case

The best first agent use cases have a clear **trigger**, important **context**, and a predictable **output**. Look for work where people repeatedly gather the same kinds of information, follow the same steps, and produce the same type of deliverable.

STEP 01 Define the agent’s job

Describe the agent’s purpose in the agent builder chat. Don’t worry about too much context - the key is to give it as much information about what good looks like as possible.

STEP 02 Add context + rules

Attach any files the agent needs and describe the systems it needs access to. Also include when the agent should start, and define when the agent should stop and ask for help or permission to proceed.

STEP 03 Run a test and review

Once the agent builder creates the first draft, Run a realistic request with Preview, then check sources, assumptions, and quality before reuse.

STEP 04 Refine and share

Review the output, and make notes of changes you want to make. Keep testing and updating instructions from feedback, then decide whether to keep private or share.

GO FURTHER

Add more capabilities

Build reusable [skills](#) that you can use across different products, like Codex

Expand to your team

- ◆ [Host a hackathon](#) to build workspace agents alongside teammates
- ◆ Run a [use case brainstorm](#) to identify key workflows to automate

Additional resources

OpenAI Academy: [Workspace Agents and Skills](#)
 Help Center: [Workspace agents](#), [Apps](#)
[Blog post with demos](#)