

How to Integrate ChatGPT API for Automation and Conversational Capabilities (Using Make.com)

You can **integrate OpenAI's ChatGPT API** into your **Make.com workflows** to add smart, conversational capabilities — such as generating replies, writing content, summarizing text, or handling customer inquiries.

Here's a **step-by-step guide** to help you connect the ChatGPT (OpenAI) API to Make.com:

□ What You'll Need

- A **Make.com account** (free or paid)
 - An **OpenAI API key** from <https://platform.openai.com/account/api-keys>
 - Access to GPT-4 or GPT-3.5 via API (ChatGPT models like `gpt-4` or `gpt-3.5-turbo`)
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□ Step-by-Step Integration Guide

Step 1: Set Up a New Scenario in Make.com

1. Log into [Make.com](https://www.make.com)
 2. Click **“Create a new scenario”**
 3. Click the + and search for **HTTP** (since OpenAI doesn't have a native Make module)
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Step 2: Add the OpenAI API via HTTP Module

1. Choose **HTTP > Make a Request**
2. Configure the module like this:

□ HTTP Request Configuration:

- **Method:** POST
- **URL:** `https://api.openai.com/v1/chat/completions`
- **Headers:**
 - `Content-Type: application/json`
 - `Authorization: Bearer YOUR_API_KEY`
- **Body type:** Raw (JSON)

□ JSON Body Example:

```
json
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{
  "model": "gpt-3.5-turbo",
  "messages": [
    {
      "role": "system",
      "content": "You are a helpful assistant."
    },
    {
      "role": "user",
      "content": "What's the weather like in Paris today?"
    }
  ]
}
```

You can **map the user message dynamically** from a form, a Google Sheet, Slack, Telegram, etc.

Step 3: Add Trigger or Input Source

Use a source like:

- Google Sheets → Watch Rows (new user inputs)
- Typeform → New Form Submission
- Telegram → New message
- Email → Parse content of an incoming email

This becomes your **“user message”** in the ChatGPT prompt.

Step 4: Parse ChatGPT's Response

The response from the ChatGPT API will return a JSON object. Use Make.com's built-in tools to extract:

```
json
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response.choices[0].message.content
```

This is the generated reply you can then use downstream.

Step 5: Use the Output

Once you have the response, you can send it to:

- **Slack/Telegram/Discord** → Auto-reply
 - **Email** → Send an email response
 - **Google Sheets** → Log ChatGPT replies
 - **CRM or Helpdesk** → Create AI-generated support tickets
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Example Use Cases

| Use Case | Description |
|---|---|
| <input type="checkbox"/> Auto-responders | Automatically reply to customer questions using GPT |
| <input type="checkbox"/> Email Drafting | Generate email responses from a lead form |
| <input type="checkbox"/> Content Generation | Create social captions, summaries, or hashtags |
| <input type="checkbox"/> FAQ Bots | Build a conversational FAQ bot on Telegram or your site |
| <input type="checkbox"/> Data Parsing | Convert structured or messy inputs into clean output |

Security Tip

Never expose your API key in public scenarios. Use Make.com's **Secrets Manager** if available.