

How to Use the Mailprotector Message Builder (Custom GPT)

The Mailprotector Message Builder is your AI-powered sidekick for crafting clear, effective customer messaging during Shield migrations. Here's how to access and start using it:

Step 1: Log in to ChatGPT

1. Visit chat.openai.com
2. Log in with your existing **ChatGPT account** (a free account works, but we recommend a **ChatGPT Plus** subscription for access to custom GPTs)

Step 2: Access the Custom GPT

1. Click this link to open the custom GPT: <https://chatgpt.com/g/g-6913b7623ab4819180cc2ec9e32beefe-mailprotector-shield-message-builder>
2. Click **“Explore GPT”** or **“Try GPT”** to begin using it immediately

Step 3: Start a Conversation

Once opened, you can start typing your request. Try prompts like:

- “Write a pre-migration email to clients introducing Shield”
- “Give me talking points to explain why we’re switching email security solutions”
- “How can I reassure customers who are worried about change?”
- “Create an FAQ to help my end users understand Shield”
- “Draft a post-migration email confirming everything went live smoothly”

Step 4: Customize the Output

The Assistant is designed to give you a strong starting point, but feel free to tweak the language to match your brand voice and customer style. You can ask follow-up questions or request edits, like:

- “Make it more casual”
- “Add bullet points”
- “Include a sentence about reducing phishing”
- “Make this suitable for a regulated industry client”

Step 5: Use It Anywhere

You can use the content in:

- Customer emails
- Support tickets
- Portal announcements

- Phone scripts
- Onboarding documentation

Tips for Best Results

- Be specific in your prompt (include the tone, audience and context)
- If you're not happy with the first result, ask the GPT to rephrase it
- Use it as a starting point, not a final draft

Need Help?

If you have questions or would like assistance using the Mailprotector Message Builder, reach out to our team anytime at team-marketing@mailprotector.com.