fynl.io

FREE GUIDE

# AI email assistant: the prompt and the check before you send

A prompt to draft a customer reply with ChatGPT or Claude, a check before you send, and the price comparison from the full guide.

WHAT THIS ADDS

Most lists of AI email assistants repeat marketing. This guide takes only what each company shows on its own pricing page, opened on November 5, 2026, notes that all three list an AI feature but none of them says how well it writes, and adds the part no tool does for you: reading every draft before a customer gets it.

## Step 4: write the reply with ChatGPT or Claude (my suggestion)

This step is not a company's feature; it is a way to get a first draft of a reply. It works with the free version of either one. Paste this into ChatGPT or Claude:

```
Here is an email from a customer: [paste the email here]. Write a short, friendly reply. My business is [what you do]. Answer only what they asked. Do not invent prices, dates, discounts or promises. If you need information from me, put it in [square brackets]. Keep it under 100 words.
```

An example I wrote, not from any tool: *Hi Sam, thanks for reaching out. I can do Thursday at two or Friday at ten. Which works better for you? Once you pick, I will send a short confirmation with the address.*

Why the rules: an AI helper may invent a price you never quoted, promise a date you cannot keep, or sound like every other business. You are the one who has to stand behind what it sends.

## Step 5: the check before you send

1. Read the whole draft out loud.
2. Check every name, number and date against your own records.
3. Check that it answers the question the customer asked.
4. Check the greeting and the name.
5. Never let any AI send an email without you pressing the button.

Two minutes per email. An email that has gone out is one you cannot quietly take back.

## What it costs

| Option | List price on the page |
|---|---|
| Google Workspace Starter (Gemini in Gmail) | $7 per user / month |
| Superhuman Starter | $25 per member / month, billed annually |
| Superhuman Business | $33 per member / month, billed annually |
| Shortwave Business | $30 per seat / month |
| Shortwave Premier | $45 per seat / month |

Prices are list prices before tax from each company's page on November 5, 2026, and can change.

## Honest limits

- None of these tools was run on a live inbox for this guide.
- This guide cannot rate how well any AI feature writes, because none was tested.
- Plans and prices change often, so open the page before you decide.
- No tool knows which customer is waiting on a quote. That part is yours.

DO THIS

Do not buy anything this week. If you already use Gmail with your own domain, open the Gemini assistant you may already be paying for and try it on five real emails. If you have no business email, Google Workspace Starter at $7 per user is the cheapest page on this list. If you need a shared inbox or a team, then look at Shortwave or Superhuman, and remember both are priced per person.


## What Fynl.io is

One portal a small business runs itself on, instead of five subscriptions that do not talk to each other.

- A CRM and pipeline that shows every lead and where it stopped
- A calendar clients can book straight into
- Quotes, contracts and invoices, with deposits taken up front
- A website and form builder, so the enquiry lands in the same place
- Your Gmail connected, so the whole thread sits on the contact
- Automations for the follow-up you keep forgetting to send

The AI runs on **your own Claude or ChatGPT API key** — no markup on it. No SMS or phone calls yet. $49/month per business, $149 Agency, and we move your contacts over for you.

Fynl.io is for the business around the inbox: one portal for your contacts, calendar, quotes, invoices and email, with AI that runs on your own key. Fynl is not a replacement for the email tools compared in this guide.

## Sources


- Shortwave pricing — https://www.shortwave.com/pricing/
- Superhuman Mail pricing — https://superhuman.com/mail/pricing
- Google Workspace pricing — https://workspace.google.com/pricing