

CSC 510 SE Proj1b1
Section 001 - Group 29
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TiffinTrail — Smarter routes, Warmer meals.

Reflection on ChatGPT vs. Claude Use Case Design

When comparing the health, nutrition, tax, and regulatory use cases developed in ChatGPT and Claude, a clear distinction emerges in focus and design philosophy. ChatGPT's use cases are primarily consumer-centric. They emphasize day-to-day usability for individuals and highlight features like nutrition label transparency, personalized health filters, allergen awareness, and affordable access through WIC/SNAP integration or rural subsidies. Even in tax and compliance scenarios, the framing is oriented toward simplifying the user's ordering, payment, and reporting experience rather than deep institutional requirements. This makes ChatGPT's use cases feel practical, approachable, and focused on improving the immediate customer journey.

Claude's use cases, in contrast, expands the scope toward regulatory compliance, institutional integration, and systemic equity. Many of its use cases are framed explicitly against established legal and policy frameworks—IRS Publication 15-B, USDA WIC/SNAP rules, FDA HACCP standards, GDPR/CCPA, ADA accessibility, and even disaster response protocols. This perspective treats the food delivery platform less as a consumer app and more as a regulated ecosystem that must coordinate with employers, healthcare providers, schools, and government agencies. Claude also introduces domains ChatGPT did not cover, such as sustainability, emergency preparedness, cultural/religious accommodation, and corporate wellness programs, showing a stronger emphasis on policy alignment and ecosystem resilience.

Overall, the two perspectives are complementary. ChatGPT provides user-friendly innovations to help individuals make healthier, more affordable choices, while Claude pushes the design toward long-term compliance, inclusivity, and societal responsibility.

Total Cost of LLM usage : \$0.