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The Future of ChatGPT and Generative AI in the Enterprise, According to Info-Tech Research Group.

Date: Dec. 19, 2022
From: Plus Company Updates
Publisher: Right Vision Media
Document Type: Brief article
Length: 267 words
Lexile Measure: 1460L

Full Text:
TORONTO: Info-Tech Research Group has issued the following news release:

In an increasingly digital world, conversational AI technology has become an important tool for enhancing communications and improving the user or customer experience. Most recently, ChatGPT, a large language model developed by OpenAI, is a leading example of this technology. It uses the latest advances in generative AI to deliver human-like conversations on a wide range of topics. To help technology leaders understand this technology and its potential use cases, global IT research and advisory firm Info-Tech Research Group has published its latest advisory deck, ChatGPT: The Present and Future of Generative AI for Enterprises.

ChatGPT is a generative AI chatbot designed to answer questions, which is not a new concept. However, ChatGPT represents a watershed moment in the history of generative AI as it can deliver human-like conversations on diverse topics, including writing poetry, debugging code, and even assisting with troubleshooting software and hardware issues.

"OpenAI trained its ChatGPT language model using supervised learning and reinforcement learning," says Jeremy Roberts, research director at Info-Tech Research Group. "This means that the language model was repeatedly trained by a human that demonstrates the desired behavior and then supervises the output produced by the model, reinforcing the learning by ranking outputs based on their quality."

Unlike previous iterations of the GPT model, ChatGPT is specifically designed to serve a chatbot function. However, unlike other chatbots or intelligent software assistants, ChatGPT is much more adept at engaging in dialogue with its users and can even respond to feedback, request clarification, and iterate on its answers based on a user's response.

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Source Citation (MLA 9th Edition)

"The Future of ChatGPT and Generative AI in the Enterprise, According to Info-Tech Research Group." *Plus Company Updates*, 19 Dec. 2022, p. NA. *Gale General OneFile*, link.gale.com/apps/doc/A731224421/ITOF?u=pres1571&sid=bookmark-ITOF&xid=a93a6fac. Accessed 5 May 2023.

Gale Document Number: GALE|A731224421