

Interview with P6

Interviewer: Hi, thank you for taking the time to participate in our research interview about the GPT Store user experience. First, could you briefly tell us about your experience using the GPT Store?

P6: Hi there. I've been using the GPT Store for about six months, basically a few times a week, mainly for work and some personal projects.

Interviewer: Thank you very much. Could you share some of the main challenges or frustrations you've encountered while using the GPT Store?

P6: To be honest, what bothers me the most is the categorization system. The current categories are way too generic, like "Productivity" or "Education" that might contain thousands of GPTs, but there aren't any more specific subcategories. This makes it really time-consuming whenever I'm looking for a GPT with specific functionality.

Interviewer: Could you elaborate on how this categorization issue affects you?

P6: Sure, let me give you an example. When I want to find a GPT specifically for data analysis, I can only scroll through broad categories like "Productivity" or "Programming." There's no detailed ranking or user rating system, so I have no way to tell which ones are actually good and which ones just have relevant-sounding titles. I have to try them one by one, which is a huge waste of time. I think the platform should be more like other app stores, with more refined categories and a proper ranking system.

Interviewer: I see. Besides the categorization system, what have you observed about the quality of GPTs?

P6: That's another issue I've noticed. The quality varies tremendously, and it's directly related to the creator's expertise. Some GPTs are clearly created by professionals who understand their field well - they're powerful and can accurately understand your needs. But there are also many GPTs that feel like they were thrown together carelessly, with inaccurate responses, sometimes completely missing the point of your questions.

Interviewer: What do you think causes this quality variance?

P6: I think it's mainly because the barrier to entry for the GPT Store is too low. Anyone can create and publish a GPT, which certainly promotes diversity, but also leads to inconsistent quality. Some developers might just be experimenting when they create GPTs, without putting in enough effort to optimize and refine them. And those truly professional developers who create high-quality GPTs are hard to discover among the massive amount of content.

Interviewer: Speaking of discovering quality content, how do you determine if a GPT is worth using?

P6: That's definitely a challenge. Currently, I mainly look at the conversation count and brief descriptions, but this information is far from enough. Without detailed user reviews or a reliable ranking system, it's often trial and error. I think the platform should introduce a more comprehensive review mechanism so users can see others' experiences and ratings.

Interviewer: You mentioned review mechanisms - have you noticed any security or regulatory issues that might affect user trust?

P6: Absolutely. I've noticed some obvious ranking manipulation. Some GPTs have abnormally high conversation counts, but after using them, you'll find the quality isn't as expected. I suspect some developers are using fake accounts or other means to artificially boost popularity and rankings. This seriously undermines the platform's credibility and buries truly valuable GPTs.

Interviewer: Could you specifically explain how this ranking manipulation affects your experience?

P6: When I see a GPT with a high conversation count, I naturally assume it's popular and should be good quality. But after several disappointing experiences, I've found this metric isn't reliable. Sometimes those seemingly popular GPTs actually have very limited functionality, or are even designed to promote specific products or services. This has made me skeptical about the trending lists displayed on the platform - I don't know which data is real and which is manipulated.

Interviewer: Given these issues, have you developed any strategies to find truly useful GPTs?

P6: I now mainly rely on recommendations from third-party websites and word-of-mouth from friends. Also, during use, if I find a developer has created one good GPT, I'll try their other products. But this approach isn't systematic and is time-consuming. I really wish the official platform could provide more reliable filtering and recommendation mechanisms.

Interviewer: Going back to the creator quality variance issue, what measures do you think the platform could take to improve overall quality?

P6: I think they could introduce some kind of quality certification mechanism. For instance, giving certification marks to GPTs that have been thoroughly tested and optimized, or setting stricter publishing standards. Of course, innovation shouldn't be overly restricted, but there should at least be a basic quality threshold. Additionally, the platform could provide more guidance and best practices to developers to help them improve GPT quality.

Interviewer: You mentioned limitations in the categorization system. Have you seen other platforms with categorization methods you think are better?

P6: I've used some third-party GPT navigation websites that usually have more detailed categorization systems. For example, under the "Education" category, they further divide into subcategories like "Language Learning," "Science," "History," and so on. Some even categorize by specific uses or scenarios, which better meets users' actual needs. I think the official platform could learn from these approaches and provide a multi-level categorization structure.

Interviewer: Regarding security and regulation, besides ranking manipulation, have you observed other issues?

P6: I've noticed that some GPTs that violate content policies can exist for quite a long time before being removed. This suggests the platform's content review might not be strict or timely enough. While I understand reviewing such a large number of GPTs is challenging, it's crucial for the platform's professionalism and user trust. Also, some GPTs might collect user data, but it's unclear how this data is used, which is a potential privacy risk.

Interviewer: If you could suggest one most important improvement for the GPT Store, what would it be?

P6: I think the most crucial thing is to establish a reliable quality assessment and recommendation system. This includes more refined categorization, authentic user reviews, and effective mechanisms to combat manipulation. Users should be able to easily find high-quality GPTs that truly meet their needs without spending lots of time on trial and error. This would greatly improve the platform's usefulness and user satisfaction.

Interviewer: Thank you very much for your valuable insights. Before we finish, what expectations do you have for the future development of the GPT Store?

P6: I hope to see the GPT Store evolve into a more mature and user-friendly platform. As more and more developers join, the platform needs better mechanisms to support content discovery and quality assurance. I believe if these issues can be addressed, the GPT Store will become a truly valuable resource that can help people improve efficiency and creativity in various scenarios.

Interviewer: Thank you again for participating in our research today. Your perspectives have been extremely helpful.