Interview with P7

Interviewer: Thank you for taking the time to participate in our research interview about the GPT Store today. Please briefly introduce your experience and frequency of using the GPT Store.

P7: You're welcome. I've been using the GPT Store for about six months now, typically a few times per week, mainly for work and some personal projects.

Interviewer: Great. Could you share your overall experience using the GPT Store? Is there anything particularly good or unsatisfactory?

P7: Overall, I think the concept of the GPT Store is good, with many promising applications. But honestly, I've encountered some frustrating issues during my usage.

Interviewer: Could you elaborate on these issues?

P7: The most obvious problem is their recommendation system. I feel it overly favors GPTs that are already popular, making it difficult for products from new developers to be discovered by users. Every time I open the GPT Store, I see the same popular applications, even if they don't completely match my needs.

Interviewer: How does this affect your experience in finding suitable GPTs?

P7: It's really frustrating. When I search for GPTs with specific functions, I end up spending too much time scrolling through irrelevant results. Sometimes I need to go through several pages to find something potentially useful, and the search function isn't precise enough. I wish it was more like other platforms, with detailed filters that would allow me to find the functionality I need more precisely.

Interviewer: Can you give a specific example of this situation?

P7: Sure. Last month, I was looking for a GPT that could help with data analysis, but when I searched for "data analysis," the results page was dominated by GPTs with the highest downloads, many of which weren't the kind of professional analysis tools I actually needed. I had to spend a long time filtering to find a few potentially useful options. It's like being in a disorganized store where everything is piled together without reasonable categorization.

Interviewer: Sounds like categorization and discovery mechanisms are an issue for you. Besides the recommendation system, have you noticed any other problems with the GPT Store?

P7: Yes, I'm also concerned about the platform's security and regulatory issues. I've noticed some GPTs that seem to violate OpenAI's user policies but still exist on the platform.

Interviewer: Could you elaborate on the security issues you've noticed?

P7: I've found some GPTs that provide content clearly violating platform policies, such as political propaganda or some inappropriate advice. Worse yet, I suspect some developers use fake accounts or other means to manipulate their GPTs' rankings to make them appear more popular than they actually are. This reduces my trust in the platform because I don't know if a GPT is genuinely good or just artificially boosted in rankings.

Interviewer: How do you think these security and policy issues affect user experience?

P7: They directly impact users' trust in the platform. If I'm not sure whether the reviews I'm seeing are genuine, or if I don't know whether a GPT will provide reliable and ethical answers, I become more cautious and might even reduce my usage. Plus, it's unfair to developers who seriously follow the rules, as their quality work might be overshadowed by GPTs that gain more exposure through questionable tactics.

Interviewer: Have you tried using third-party GPT directory websites to discover GPTs?

P7: I've tried a few, and they do better than the official store in some respects, especially in categorization and filtering functions. But the issue is that I still need to return to the official platform to use these GPTs, so it's only a partial solution.

Interviewer: If you could suggest improvements to the GPT Store, what changes would you most like to see?

P7: First, I hope they can improve the recommendation system to not just recommend already popular GPTs. Perhaps they could provide more personalized recommendations based on users' usage history and needs. Second, I'd like to see a more detailed and structured categorization system with more filtering options that allow me to precisely locate the functionality I need.

Finally, I think they need to strengthen the regulation of the platform to ensure all GPTs comply with user policies and combat attempts to manipulate rankings. I believe these changes would greatly improve the user experience and make the platform treat all developers more fairly.

Interviewer: You mentioned wanting better filtering options. Could you specifically describe what filters you'd like to see?

P7: I'd like to filter by functional features, update frequency, user ratings, use cases, and so on. For example, when I'm looking for programming assistance tools, I want to be able to further filter for tools focused on Python, JavaScript, or other specific languages. I'd also like to sort by recent update time, which would help find GPTs that are continuously maintained and improved.

Interviewer: I understand. Regarding security issues, could you describe more specifically some of the violations you've observed?

P7: I've noticed some GPTs guide users to external links, sometimes pointing to suspicious websites. Some GPTs seem designed to circumvent content policies - they might not directly provide prohibited content but suggest or guide users on how to obtain such content. I've also seen GPTs that copy the names and descriptions of other successful GPTs with only minor changes, which is clearly phishing or deceiving users.

Interviewer: How do you think OpenAI should address these security concerns?

P7: I think they need to establish stricter review mechanisms, not just reviewing GPTs before they go live but also conducting regular re-examinations, especially for GPTs that have gained many users. They should also establish an easier-to-use reporting system that allows users to quickly flag suspicious content. Most importantly, they need to take actual action against violations, including removing non-compliant GPTs from the platform, to establish real deterrence.

Interviewer: Thank you very much for your detailed sharing. Finally, what expectations do you have for the future of the GPT Store?

P7: I hope it can become a truly diverse and high-quality ecosystem of AI applications, not just a showcase for a few popular apps. I look forward to seeing more innovative and specialized GPTs that truly solve problems in specific domains. I also hope the platform becomes more transparent and fair, allowing good creators and products to stand out, whether they come from large companies or independent developers. Overall, I believe the GPT Store has enormous potential if OpenAI can address these fundamental issues.

Interviewer: Thank you very much for your valuable time and insights today. This has been extremely helpful for our research.

P7: You're welcome. I'm glad I could help. I hope your research can encourage the platform to improve.