

Interview with P1

Interviewer: Hi, thank you for taking the time to join our interview about the GPT Store today. How long have you been using the GPT Store?

P1: I've been using the GPT Store for about 1 year now, pretty much since shortly after it launched.

Interviewer: Great. Can you share what your main purpose for using the GPT Store is?

P1: It's mostly about improving my productivity, you know? I often need to handle repetitive tasks like organizing data, writing emails, or quickly getting basic knowledge in certain fields. Some of those specialized models on the GPT Store really save me a ton of time.

Interviewer: In your experience, what aspects of the GPT Store do you think work well?

P1: Hmm... I'd say its biggest strength is offering such a variety of models tailored for specific tasks. Compared to using the general ChatGPT, some specialized GPTs are definitely more precise at solving specific problems. Like this programming assistant I use frequently - its understanding and suggestions for code are way better than the general version.

Interviewer: What difficulties or challenges have you encountered while using it?

P1: The biggest issue is definitely how generic the categorization system is. To be honest, the current categories aren't very helpful to me. I often spend way too long trying to find a GPT that actually fits my needs. The categories are too broad without more detailed subcategories, and there's no reliable ranking system to help me evaluate which ones are truly high quality.

Interviewer: Could you elaborate on the problems with the categorization system?

P1: Sure thing. For example, if I want to find a GPT to help me with Python, I'll go to the "Programming" category, but there are hundreds or even thousands of GPTs in there - some focused on Python, others on JavaScript, some specifically for web development... and I have to click through each one to read their descriptions, which is super time-consuming. I wish there were more detailed subcategories, like breaking it down by programming language or task type.

Interviewer: You mentioned the ranking system - could you say more about that?

P1: The current recommendation mechanism has major issues. It seems to always put already popular GPTs at the front, which means newer GPTs that might actually better suit my needs barely get a chance to be discovered. It's like a vicious cycle - the popular ones get more popular, while new or niche ones struggle to get noticed. Sometimes I'll stumble upon really useful niche GPTs, but that's purely by luck, not because of the platform's recommendations.

Interviewer: Do you have any suggestions for improving these issues?

P1: I think they should completely redesign the categorization system, add more levels of subcategories, and provide more filtering options. For instance, let users sort by ratings, update frequency, or usage volume. Also, the recommendation algorithm should balance popularity with relevance, and maybe even consider users' usage history to recommend new GPTs they might be interested in.

Interviewer: As a frequent user, how do you judge the quality of a GPT?

P1: I usually look at several factors. First is the conversation volume, which somewhat reflects how popular the GPT is. Next is the developer's reputation - if I've used other GPTs from this developer before and had good experiences, I'm more likely to try their new products. I also look at ratings, though the current rating system isn't detailed enough either, just a simple star system.

Interviewer: Have you tried creating your own GPTs?

P1: I've tried a few times, but they were pretty simple. The creation process itself is fairly user-friendly, but as a small developer, it feels really hard to get your work noticed. Like I mentioned before, the recommendation system heavily favors already successful GPTs. I made what I thought was a pretty useful tool, but hardly anyone could discover it.

Interviewer: If OpenAI asked you today for one critical improvement suggestion, what would it be?

P1: Without a doubt, improving the categorization and discovery mechanisms. Let users more easily find GPTs that truly fit their needs. Right now the process relies too much on luck and patience. I want more refined categories, fairer recommendation algorithms, and more detailed review information so I can quickly find tools that are actually valuable instead of randomly trying my luck among countless options.

Interviewer: Thank you so much for your valuable input - this is really helpful for our research. Is there anything else you'd like to share?

P1: I think I've covered my main points. Overall, the GPT Store has great potential, but the current user experience still has lots of room for improvement. I hope OpenAI really listens to user feedback and makes the platform more user-friendly.

Interviewer: Thanks again for your participation and insights!