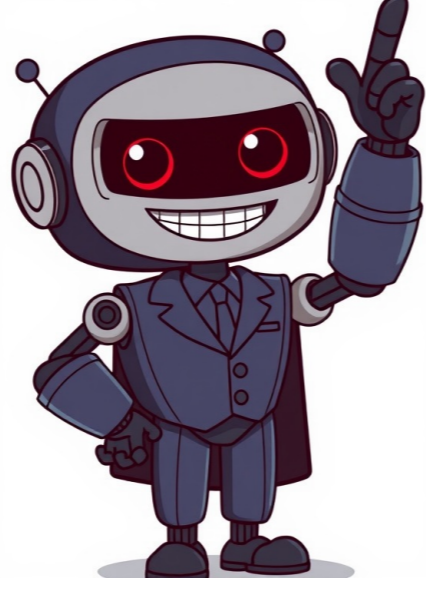


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ChatGPT is an artificial intelligence chatbot capable of having conversations with people and generating unique, human-like text responses. By using a large language model (LLM), which is trained on vast amounts of data from the internet, ChatGPT can answer questions, compose essays, offer advice and write code in a fluent and natural way. Released by artificial intelligence company OpenAI in 2022, ChatGPT is a chatbot capable of communicating with users in a human-like way. It can answer questions, create recipes, write code and offer advice. The GPT in ChatGPT stands for “general pre-trained transformer,” which is a language model that uses deep learning and natural language processing to generate natural, human-like text based on a given text input. In short, ChatGPT “allows us to talk to AI, and it allows AI to talk back to us,” Jeff Kagan, a tech industry analyst, told Built In. “It’s got the power to do a sort of computer version of thinking.” What Is ChatGPT? ChatGPT is a generative AI chatbot created by OpenAI. It’s capable of carrying on conversations with human users and generating a wide range of text outputs including recipes, computer code, essays and personal letters. It can also critique the user’s writing, summarize long documents and translate text from one language to another. The paid version of ChatGPT also offers features like image and voice inputs and integrations with other OpenAI services like the image generator DALL-E. How Does ChatGPT Work? ChatGPT is powered by a large language model made up of neural networks trained on a massive amount of information from the internet, including Wikipedia articles and research papers. This allows ChatGPT to take a sequence of words a user gives it, such as a half-completed sentence, and fill in the blanks with the most statistically probable word given the surrounding context — sort of like auto-complete. The process happens iteratively, building from words to sentences, to paragraphs, to pages of text. In order to sift through terabytes of internet data and transform that into a text response, ChatGPT uses a technique called transformer architecture (hence the “T” in its name). The language models used in ChatGPT are specifically optimized for dialogue and were trained using reinforcement learning from human feedback (RLHF). This approach incorporates human feedback into the training process so it can better align its outputs with user intent (and carry on with more natural-sounding dialogue). “It actually integrates and systematizes humans’ subjective judgment into the model training process.” Sam Stone, the director of product management, pricing and data products at real estate tech firm Opendoor, told Built In. This is used to not only help the model determine the best output, but it also helps improve the training process, enabling it to answer questions more effectively. Related ReadingWhat Is Conversational AI? Who Created ChatGPT? OpenAI, an AI research company based in San Francisco, created ChatGPT, releasing it publicly on November 30, 2022. OpenAI was co-founded in 2015 by billionaire business mogul Elon Musk and former Y Combinator President Sam Altman, along with a handful of other entrepreneurs. Notable investors include Microsoft and Thrive Capital, as well as Reid Hoffman, Peter Thiel and Jessica Livingston, founding partner of Y Combinator. Prior to ChatGPT, OpenAI launched several products, including automatic speech recognition software Whisper, and DALL-E, an AI art generator that can produce images based on text prompts. Initially, OpenAI was a non-profit focused on developing artificial intelligence “in the way that is more likely to benefit humanity as whole, unconstrained by a need to generate financial returns,” according to a statement from 2015. But the company is shifting toward a more traditional for-profit model. What Can ChatGPT Do? ChatGPT is quite practical, particularly in business applications. And it has affected how everyday people experience the internet in “profound ways,” according to Raghu Ravinutala, the co-founder and CEO of customer experience startup Yellow.ai. “We’ve already seen it,” Ravinutala told Built In. “And I think we are in for much bigger things as this technology develops and gets adopted.” Create Content ChatGPT is one of many AI content generators tackling the art of the written word — whether that be a news article, press release, college essay or sales email. All a user has to do is hop on ChatGPT and type in a quick prompt. If they want to create a blog post about the health benefits of sweet potatoes, they just need to type in “Write an article about the benefits of sweet potatoes.” The model will then generate a draft that the user can edit and refine as needed. Edit, Translate and Summarize Content ChatGPT can be used for other writing tasks beyond just content creation. It can translate a piece of text into different languages, summarize several pages of text into a paragraph, finish a partially complete sentence, generate dialogue and more. It can also be fine-tuned for specific use cases such as legal documents or medical records, where the model is trained on domain-specific data. Write Code Not only can ChatGPT generate working computer code of its own (in many different languages), but it can also translate code from one language to another, and debug existing code. By virtue of its training, ChatGPT has read countless more documentations than any one individual programmer could ever see, which is why it can write code in a matter of seconds, as well as provide step-by-step explanations as it does it. Some developers were so excited by ChatGPT’s capabilities that they used it to actually create their own apps, including a spreadsheet assistant capable of performing complex calculations in response to a simple request. Answer Questions ChatGPT can be used as a sort of search engine. Instead of a list of websites, though, it’ll provide users with a simple list of answers. For instance, if you ask ChatGPT a question like “What sites should I see in my upcoming vacation to Paris?” or “What are some gift ideas for Father’s Day?” it’ll offer you its own answers. People can use ChatGPT for advice on their relationships, finances and even their health. Help With Customer Service ChatGPT and other conversational AI models have generated a lot of buzz in the customer service space, offering a way to automate responses to customer queries as opposed to relying on a human agent. Ravinutala said chatbots like ChatGPT can be used by customer experience companies to automate customer service interactions, allowing companies to better understand user intent and respond accordingly. He added that Yellow.ai’s sales team has already begun using ChatGPT to compose emails to customers, with humans making minor edits when needed. How to Access ChatGPT To access ChatGPT on a web browser, visit ChatGPT’s website at <https://openai.com/chatgpt>. If ChatGPT is at capacity, put in your email address to get notified when there is more space. ChatGPT can also be accessed as a mobile app on iOS and Android devices. To do so, download the ChatGPT app from the App Store for iPhone and iPad devices, or from Google Play for Android devices. Before using ChatGPT for the first time, you must create an OpenAI account and accept the terms of service. Once you’re in, you can start using it immediately. Is ChatGPT Free? ChatGPT is free to use. But for those who want an upgrade over the free version, a paid subscription version, called ChatGPT Plus, is also available for \$20 a month. ChatGPT Plus offers: Access to ChatGPT, even during peak times when the server is at capacity. Faster response times. Priority access to the latest ChatGPT models, features and improvements. Ability to generate images using DALL-E. In addition, OpenAI has released another plan called ChatGPT Pro. At \$200 per month, the plan is intended to give users access to OpenAI’s latest offering, the o1 model family. ChatGPT Limitations Despite its strengths, ChatGPT isn’t perfect. It has its limitations — particularly when it comes to issues of inaccuracy and bias. Inaccurate Information ChatGPT’s reliance on data found online makes it vulnerable to false information, which in turn can impact the veracity of its statements. This often leads to what experts call “hallucinations,” where the output generated is stylistically correct, but factually wrong. Hallucinations can become a huge issue if ChatGPT is being used to, say, write a news article, or ask questions about historical events, or get healthcare advice. Or, in the case of one New York lawyer, use ChatGPT for a brief in a client’s personal injury case (where it inadvertently cited six non-existent court decisions). Instead of asking for clarification on an ambiguous question, or saying that it doesn’t know the answer, ChatGPT will just take a guess at what the question means and what the answer should be. And, because the model is able to produce incorrect information in such an eloquent way, the fallacies are hard to spot and make false claims. Bias and Discrimination ChatGPT also tends to be biased, and is also less likely to hallucinate or make false claims. The release of GPT-5 provides a sizable update to previous models, at least on paper. For example, the new model doubles its context window from 128,000 tokens in GPT-4o to 256,000 tokens in GPT-5. This could enable ChatGPT to keep track of larger documents and conversations, and to handle more complex projects. GPT-5 also added enhanced multimodal capabilities with improvements to email, calendar and code environment integrations. Despite these clear advances compared to prior models, GPT-5 is still susceptible to the same problems that plagued its predecessors. In fact, many users have reported instances of GPT-5 making simple mistakes. Others have stated that there is no observable difference from its predecessors. This has led to users labeling GPT-5 as underwhelming. Notable ChatGPT Updates Since its launch in November 2022, ChatGPT has undergone a slate of significant updates adding new features or enhancing existing capabilities, including: Group Chat Feature Release (November 2025) OpenAI announced group chats as a ChatGPT feature, allowing users in select regions to collaborate with each other — and with the AI — in a shared conversation for planning, decision-making or working through ideas. This feature keeps group chats separate from personal conversations within ChatGPT, where adding another user to an existing chat creates a copy of the original conversation. Initially released as a pilot, group chats will be steadily released globally to all logged-in ChatGPT Free, Go, Plus and Pro users. Intuit Apps Integrated With ChatGPT (November 2025) OpenAI and Intuit signed a multi-year contract worth more than \$100 million, enabling Intuit’s tax and financial services — TurboTax, Credit Karma, QuickBooks and Mailchimp — to operate within ChatGPT. With users’ permission, these apps will be able to access their financial data and offer personalized financial insights and recommendations, as well as review credit cards, personal loans and mortgages. The partnership also involves Intuit deepening its use of OpenAI’s frontier models to support a range of use cases on its platform, including powering select AI agents and improving employee productivity at Intuit. Partnerships with Walmart and PayPal (October 2025) Following the addition of genetic e-commerce and easy checkout features, OpenAI partnered with Walmart, the country’s largest retailer to enhance digital shopping experiences. Through the partnership, ChatGPT users will be able to find products sold by Walmart and complete entire purchases without leaving the chatbot’s interface. The company also partnered with PayPal, one of the largest payment processing services in the world, to let users pay for their shopping directly within ChatGPT. Instant Checkout Feature Release (September 2025) OpenAI announced that it is letting users buy goods directly in ChatGPT through a feature called Instant Checkout. So far, users can make single-item purchases from domestic sellers on online marketplace Etsy, as well as some merchants on Shopify’s e-commerce platform. The company also unveiled an open-source technical standard called Agentic Commerce Protocol for merchants to build integrations with ChatGPT, essentially making their products available for purchase within the chatbot. GPT-5 Release (August 2025) OpenAI released GPT-5, calling it its “fastest” and “smartest” AI model to date. Based on internal evaluations, GPT-5 outperforms its predecessors in multiple areas, including math, coding, visual perception and health knowledge. It is now available to both paying and non-paying ChatGPT users, with usage limitations of course. However, it was labeled underwhelming by some users due to its performance shortly after its release. Study Mode Release (July 2025) OpenAI has faced quite a bit of criticism for how students can use ChatGPT to cheat on their homework or exams, and the company introduced a study mode tool to directly address those concerns. The new feature helps students engage more effectively with study materials by altering how it responds when it is enabled. For example, ChatGPT will offer hints, organize content into sections and create custom lessons and quizzes instead of providing a direct answer to students. According to OpenAI, study mode is powered by custom system instructions written in collaboration with teachers, scientists and educational experts. ChatGPT Agent Launch (July 2025) OpenAI launched agentic capabilities for ChatGPT. The new feature enables the chatbot to start and complete tasks on behalf of the user with minimal input. For example, it can browse the web and create documents. ChatGPT Agent Recommendations on ChatGPT when users implied shopping intent in their queries. While users cannot checkout inside ChatGPT, they are redirected to the merchant’s website when they click on the link. The new features also provide enhanced analytics referral links if they enable their robots.txt files to interact with OpenAI’s site crawler. ChatGPT Pro Plan Announcement (December 2024) OpenAI announces the ChatGPT Pro plan, a new premium plan for ChatGPT users to access even more features. The plan costs \$200 per month and gives users access to Open AI o1, o1-mini, GPT-4o and advanced voice mode. Expansion of Advanced Voice Mode to Browsers (November 2024) Advanced voice mode becomes available on web browsers — before, it could only be accessed on mobile and desktop formats. The feature is also still exclusive to ChatGPT users who have a Plus, Team, Enterprise or Education plan. Advanced Voice Mode Release (September 2024) Advanced voice mode enables ChatGPT users to have more natural-sounding conversations when interacting with the chatbot. OpenAI initially released this feature to users who pay for the Plus, Team or Enterprise plan. OpenAI o1 Model Family Announcement (September 2024) OpenAI announces the release of its o1 model, which demonstrates complex reasoning capabilities. To kick off the start of its o1 model family, OpenAI also announces the limited release of its o1-preview and o1-mini models. Memory Update (February 2024) The February 2024 memory update allows ChatGPT to remember details from previous conversations and tailor its future responses accordingly. This can include factual information — like dietary restrictions or relevant details about the user’s business — as well as stylistic preferences like brevity or a specific kind of outline. According to an OpenAI blog post, ChatGPT will build memories on its own over time, though users can also prompt the bot to remember specific details — or forget them. ChatGPT Team Release (January 2024) ChatGPT Team lets companies create shared workspaces with settings that apply to all users, as well as the ability to share proprietary data sets. A marketing team, for example, might coach the model on its brand voice guidelines and upload campaign analytics so members of the team can use ChatGPT to spot trends. GPT Store Launch (January 2024) The GPT Store allows users to share their customized GPT models with others. According to OpenAI, builders based in the United States will be eligible for payments based on the usage of their custom GPTs. Custom GPTs Update (November 2023) This update allows users to create customized GPTs that follow specific instructions and knowledge provided by the builder. Custom GPTs can also be connected to real-world data through APIs. DALL-E 3 Made Available in ChatGPT Plus and Enterprise (October 2023) The newest version of OpenAI’s image generator, DALL-E, was made available to ChatGPT Plus and Enterprise users. Image and Voice Recognition and Text to Speech Features Release (September 2023) This update allows users to interact with ChatGPT via speech, and to upload images that the model can analyze and use to generate outputs. It also added voice-to-text capabilities, effectively making ChatGPT a full-fledged voice assistant. Custom Instructions Feature Beta Release (July 2023) Custom instructions allow users to save directions that apply to all interactions, rather than adding them to every request. GPT-4 General Availability (July 2023) According to OpenAI, GPT-4 is capable of handling “much more nuanced instructions” than its predecessor, and can also accept image inputs. OpenAI also highlighted that GPT-4 scored “around the top 10 percent of test takers” in a simulated bar exam, whereas its predecessor landed in the bottom 10 percent. ChatGPT Plus Launch (February 2023) This paid subscription version of ChatGPT provides faster response times, access during peak times and the ability to test out new features early. ChatGPT Launch (November 2022) ChatGPT, powered by OpenAI’s GPT-3.5 model, launched in November 2022. The Future of ChatGPT ChatGPT is due for more upgrades in the near future, with the advanced voice mode potentially receiving a live camera feature to create even more seamless interactions. But it’s OpenAI’s plan to launch AI agents in 2025 that could bring it close to its ultimate goal of achieving artificial general intelligence (AGI), where a machine can behave and perform actions the way humans can. AI agents represent stage three of AGI, enhancing ChatGPT’s reasoning abilities and enabling it to complete a broader range of tasks without human assistance. OpenAI has already gotten a glimpse of this future through its o1 model, and the results have been mixed. According to research conducted by OpenAI and AI safety organization Apollo Research, o1 provides more intelligent answers than GPT-4o while also attempting to deceive users more than any major AI model available. These new potential dangers need to be factored into the continued progression of ChatGPT. For now, “this technology is amazing, but it’s still first generation,” Kagan, the tech industry analyst, said, likening ChatGPT to what the Ford Model T did for cars. “It was a really exciting innovation, but it was nothing compared to what we’re driving today.” Yes — a ChatGPT app is available for Android, iPhone and iPad devices. It can be downloaded via Google Play for Android or the App Store for iOS devices. Similar to a phone’s auto-complete feature, ChatGPT uses a prediction model to guess the most likely next word based on the context it has been provided. The model has been trained through a combination of automated learning and human feedback to generate text that closely matches what you’d expect to see in text written by a human. The “GPT” in ChatGPT stands for “generative pre-trained transformer.” Major ChatGPT competitors include Anthropic’s Claude, Google’s Gemini, Meta AI and Jasper AI. ChatGPT can be used in everyday and professional contexts for tasks like: Composing emails Generating social media copy Fielding customer support requests Summarizing long documents Generating computer code Editing or critiquing user-provided text Transcribing and summarizing video and audio content Generating recipes Creating workout plans Translating text into different languages Looking up information Debugging code Teaching games Introduction AI upgrades are now a regular part of daily life. ChatGPT in particular is shifting from “a chatbot” to “a do-it-all assistant” that helps with work, creative projects, shopping, meetings, and collaboration. To benefit from that shift, it helps to know what changed and how to use it. Here is a concise roundup of the biggest ChatGPT updates as of November 2025—plus practical ways to put GPT-5.1 to work. GPT-5.1: The New Baseline What is GPT-5.1? OpenAI’s newest flagship model (released November 12, 2025), improving GPT-5 with more natural responses, stronger reasoning, and better flexibility. Rolling out in phases; already available on Pro/Plus/Business, with broader availability coming next. Mode choices: Instant / Thinking / Auto GPT-5.1 lets you pick how the model thinks based on the job. GPT-5.1 Instant Optimized for speed. Great for everyday chat, quick answers, and light research. Warmer, more natural tone for a “talk with a human” feel. GPT-5.1 Thinking Built for harder tasks: structured thinking, deep analysis, coding, long-form writing. Adaptive Reasoning automatically dials up the depth of thought for complex problems, making careful answers more likely. GPT-5.1 Auto (automatic selection) Automatically switches between Instant and Thinking based on the prompt, so you get the right balance of speed and depth without toggling modes yourself. New ChatGPT Features ChatGPT is expanding from “just a language model” into a broader assistant and platform. ■ Group chat for collaboration Up to 20 participants for ideation, debate, and planning. Group memory stays separate from individual chats for privacy. Works well for team brainstorming, sprint planning, product reviews, and travel or event planning. ■ Shopping research turns ChatGPT into a personal assistant Rolled out November 24, 2025 and available on most plans (Free, Plus, Pro). Share your needs—budget, size, purpose—and ChatGPT pulls options from the web with prices, reviews, specs, and availability. Handy for holiday sales or big purchases when you want quick side-by-side comparisons. ■ Voice chat now “just works” Voice mode no longer requires a separate switch; you can talk and type in the same chat window. Great for on-the-go brainstorming, capturing ideas, and hands-free summaries. ■ Record Mode for meetings and documents Upload recordings to get transcripts, summaries, and action plans (Pro/Enterprise/Edu). Cuts manual work for meeting minutes, project notes, and follow-up lists. Why ChatGPT is evolving now The goal is to move from “answers only” to “assistant that completes tasks,” especially for collaboration, shopping, voice, and document workflows. Instant vs. Thinking (and Auto) reduces friction between quick chat and deep work. Built-in shopping, group chat, and meeting tools mean you can search, decide, and act without jumping between services. The net effect: ChatGPT is positioning itself as a long-term partner rather than a one-off advisor. Practical ways to use it Adapt these ideas to your work, hobbies, and daily routine. Blog writing (research → outline → draft → revise) Let GPT-5.1 Thinking handle fact gathering, outlining, drafting, and tightening language. It is reliable at structure, bullets, and consistent formatting. Code/Web app development For React/Next.js or any stack, use GPT-5.1 Thinking for design reviews, refactoring ideas, documentation, and bug-hunt support to speed up delivery. Shopping and tool decisions Compare laptops, cameras, software, or accessories with the shopping research feature to weigh specs, reviews, and value quickly. Team projects and brainstorming Use group chat plus voice for live ideation, planning, and design sessions with ChatGPT assisting in real time. Automatic notes and minutes Record Mode turns meeting audio into transcripts, summaries, agendas, and to-do lists, cutting manual note-taking. Things to watch out for Possible inaccuracies or bias: Treat outputs as drafts; verify critical points. Not always the best tool: Specialists or niche tools may outperform GPT-5.1 in narrow domains. Privacy and security: Avoid passing sensitive data. Check admin settings for team or enterprise use. Over-reliance: Use it as an assistant, not a replacement for your own judgment. Summary As of November 2025, ChatGPT has leveled up with GPT-5.1, selectable modes (Instant/Thinking/Auto), and new tools like group chat, voice chat, shopping research, and Record Mode. These changes reposition ChatGPT as a practical, all-around assistant. If you write, ship web apps, compare gadgets, or run many projects, try folding GPT-5.1 into your workflow—you will feel the gains fast. I will keep this post updated as major releases drop, so check back for the next wave of improvements. ZDNET

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