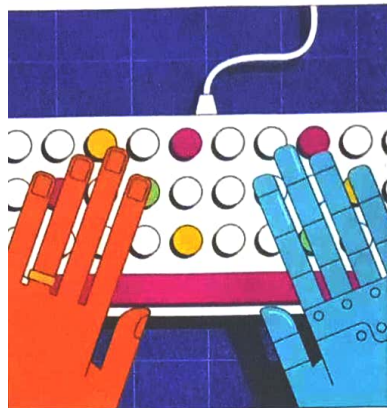


ChatGPT Work set to court officegoers



Mathures Paul puts the AI bot to test and here's what he has to say

A team is preparing for a weekend offsite in Digha. Over two days, 10 people must analyse 12 months of sales data, draft a growth strategy and build a tracking dashboard — all punctuated by time by the sea and plenty of snacks.

Just planning such a trip is a Herculean task, let alone building a dashboard from a mountain of noisy data. But now help is at hand — OpenAI's new tool, ChatGPT Work. In simple terms, it is an AI agent. From being an assistant that answers questions, ChatGPT has now shifted to an agent that completes tasks.

Built for non-technical users, it could well become the average officegoer's introduction to agentic AI. These bots can gather web data, write reports, edit files and sift through emails at any hour without tiring.

At The Telegraph, we put the agent to work for a week — starting with planning the Digha offsite.

Users need only natural language to direct the agent. Give it a goal, and it can connect to tools — from email to Canva — create documents, build polished sites and automate future workflows. The app brings plenty of promise, though a few dark clouds linger.

ChatGPT Work has all the makings of a "super app" where multiple workflows converge. For example, when we asked it to revisit an old brand campaign around *Heeramandi* to capture what worked two years ago, it scanned the folder and extracted the relevant information. It then prepared several creative assets automatically, leaving room for human editing.

While the basic ChatGPT interface can feel like a design mess, the new application gets a leg-up. A slider lets you choose between "Faster" and "Smarter", and OpenAI has folded in the best elements of its short-lived Atlas browser. A minor frustration is the browser toggle, tucked into the top-right corner of the macOS application and easily missed.

ChatGPT Work integrates Codex, OpenAI's software engineering agent. So a warehouse owner in Ran-

hati, Howrah, who cannot afford developers to maintain a stock-tracking dashboard can now use an AI agent to do the job at a fraction of the cost. Essentially, Work combines ChatGPT with Codex's capabilities for non-technical users.

If that sounds like Claude Cowork, it's because it relies on the same concept.

What is impressive is the expansive range of plugins: Dropbox, Asana, Figma, Canva, GitHub, Zoom, Stripe, Skyscanner and Spotify. Instead of toggling between 20 separate apps, users get a single interface — a clear shape of things to come.

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AI & You

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This raises an uncomfortable question — how does an employee with two years of experience using an AI agent stack up against someone with 15 years of institutional knowledge?

ChatGPT Work runs on OpenAI's latest frontier model GPT-5.6, built to reason through multi-step tasks — quite impressive, but not infallible.

So, did it make our offsite planning easier? It certainly saved several hours but those saved hours were immediately redirected into verifying whether the chatbot had actually gotten the facts right. Convenience, it turns out, comes with its own administrative tax.

Won-Joon Choi, COO of the Mobile Experience business at Samsung Electronics, offered some perspective to The Telegraph a few months ago, "When touch UI-based smartphones were new, people used keyboards. But do you believe that it is unique or special now? Not anymore. I think as these AI features get integrated deeply into the device and UI applications, people will not feel they are special, we won't even need to call this AI... I think that time will come."

Officegoers have to start handing AI routine tasks — like month-end budget variances — before they trust it with something as unpredictable as 10 colleagues, a weekend by the sea and a dashboard that absolutely has to work by Monday. That day is not quite here.