



ChatGPT's latest releases and what learners need to know:

- ChatGPT Work
- ChatGPT Voice
- GPT-5.6
- ChatGPT Sites
- and more

New Features Release Review ChatGPT

01 OpenAI Just Changed How Work Gets Done

ChatGPT is shifting from a conversational assistant into a work execution platform.

- ChatGPT Work can research, use connected apps and files, create finished documents and presentations, and manage longer-running workflows.
- The product is now organized around three distinct modes:
 - Chat for questions, Work for business deliverables, and Codex for software development.
 - A new desktop app brings all three into one Windows and macOS experience.
- GPT-5.6 introduces a tiered model family for different workload economics:
 - Sol for frontier capability,
 - Terra for balanced performance and cost,
 - and Luna for efficient high-volume work.
- OpenAI is expanding from single-agent prompting toward coordinated execution. GPT-5.6 adds programmatic tool calling, reusable reasoning context, explicit caching, and beta multi-agent orchestration through the Responses API.
- ChatGPT Sites turns outputs into interactive tools: dashboards, trackers, portals, reports, and lightweight applications, directly from Work or Codex.
- Plugins are becoming the packaging layer for repeatable workflows, combining skills, apps, and app templates while retaining the permissions of the underlying connected systems.
- Voice is becoming more interruptible, multimodal, and tool-aware.
 - GPT-Live-1 now powers ChatGPT Voice for paid consumer users,
 - while GPT-Realtime-2.1 gives developers a new model for voice-agent applications.



The most important change is not an individual feature. OpenAI is consolidating prompting, research, connected data, automation, artifact creation, websites, software development, and scheduled execution into one operating environment.

02 WHAT LAUNCHED Feature Highlights

New Feature		Availability
1 ChatGPT Work	Delegate multi-step deliverables — reports, decks, research — with approval checkpoints.	Rolling out on Paid plans except Free and Go. Initial access on Pro, Pro Lite, Enterprise, Edu; Plus and Business follow. Enterprise/Edu on a two-week preview, off by default.
2 Unified Desktop App	Chat, Work, and Codex in one app with local file and browser access.	Existing Codex app users update normally; the earlier desktop app becomes ChatGPT Classic, which keeps model/security/bug-fix updates but not new agent features.
3 ChatGPT Sites	Turn outputs into live dashboards, trackers, and lightweight web apps.	Public beta on paid plans except Free/Go; initial access on Pro, Pro Lite, Enterprise, Edu. Not available at launch in the EEA, Switzerland, or UK. Enterprise public publishing off by default.
4 Plugin Directory	Skills + apps + templates packaged together, inheriting source-system permissions.	Visible across plans, but install/use depends on plan, region, workspace settings, role, surface, and included app permissions. Plugins inherit the permissions of their connected apps only.
5 GPT-5.6 Family	Sol, Terra, and Luna let teams route tasks by cost, speed, and reasoning depth.	Available via Responses, Chat Completions, and Batch endpoints. New capabilities: programmatic tool calling, explicit prompt caching, persisted reasoning, max reasoning effort, pro reasoning mode, beta multi-agent orchestration, original-dimension image input.
6 GPT-Live-1 Voice	Natural, interruptible voice with web search, memory, and visual context.	Available on web, iOS, Android, consumer plans (including Free) in supported regions. Not initially available in Business, Enterprise, or Edu workspaces. Video/screen sharing unsupported at launch (Advanced Voice Mode still covers those).
7 GPT-Realtime-2.1	Sturdier voice API for noisy, real-world agent workflows.	Available on web, iOS, Android, consumer plans (including Free) in supported regions. Not initially available in Business, Enterprise, or Edu workspaces. Video/screen sharing unsupported at launch (Advanced Voice Mode still covers those).
8 Retirements	Group chats and Atlas (Aug 9) are winding down — export and migrate now.	Atlas stops working on August 9, 2026. Bookmarks, tabs, and history do not transfer automatically — export before the retirement date.
9 WhatsApp (EEA)	ChatGPT is back on WhatsApp across the EEA for low-friction access.	Availability depends on the WhatsApp number's country code and may roll out gradually; usage limits apply.

03 WHY IT MATTERS Analysis and Recommended Use Case

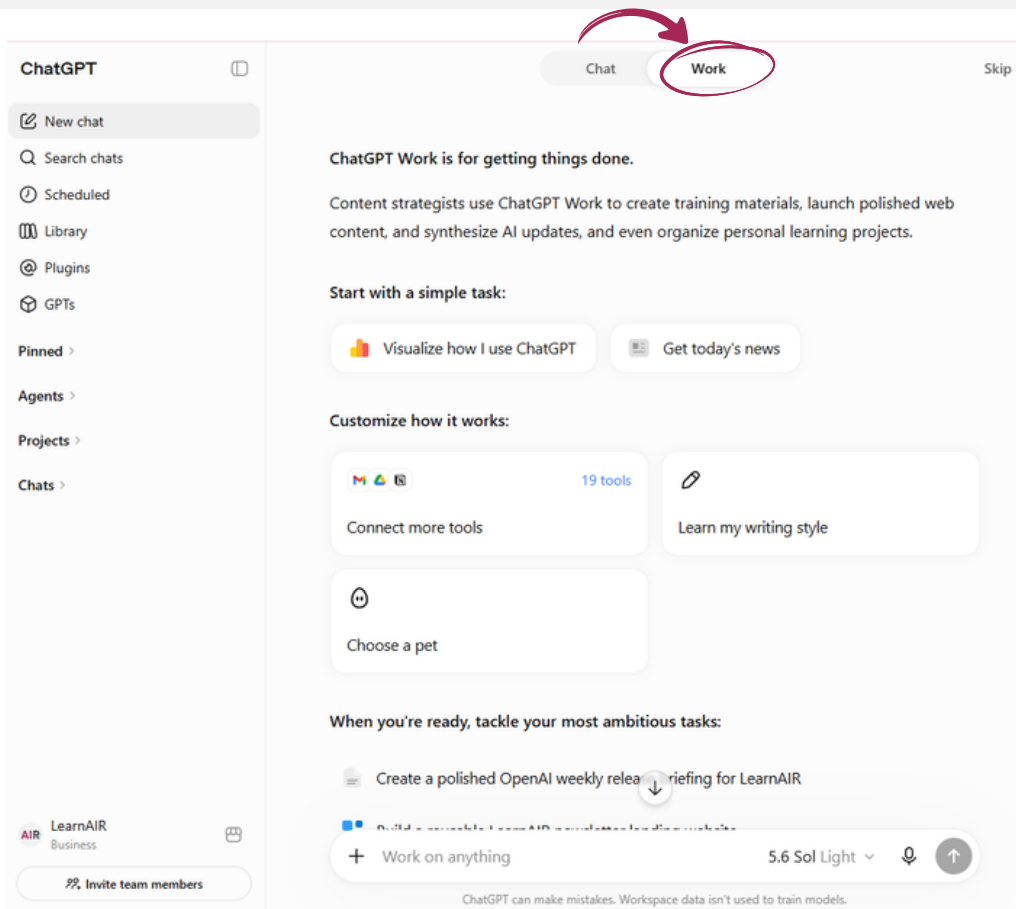
1 ChatGPT Work

- An agent for longer, multi-step tasks:
 - research, file analysis, connected apps, finished documents/spreadsheets/presentations/reports and Sites, continued via Scheduled Tasks.
- Limitations: usage varies by task complexity (similar to Codex); cloud and desktop Work threads do not initially sync; access depends on plan, rollout, and workspace configuration.

Why it matters: Shifts the user's role from content requester to work supervisor, delegating an outcome and supplying source material rather than requesting one output at a time.

Teams to update: Operations, Sales, Marketing, Finance, HR, Project Management, Executive Leadership, IT/Governance, L&D.

Recommended use cases: Monthly reporting, competitive research, meeting prep, campaign planning, sales account planning, policy synthesis, recurring executive briefings, launch readiness reviews.



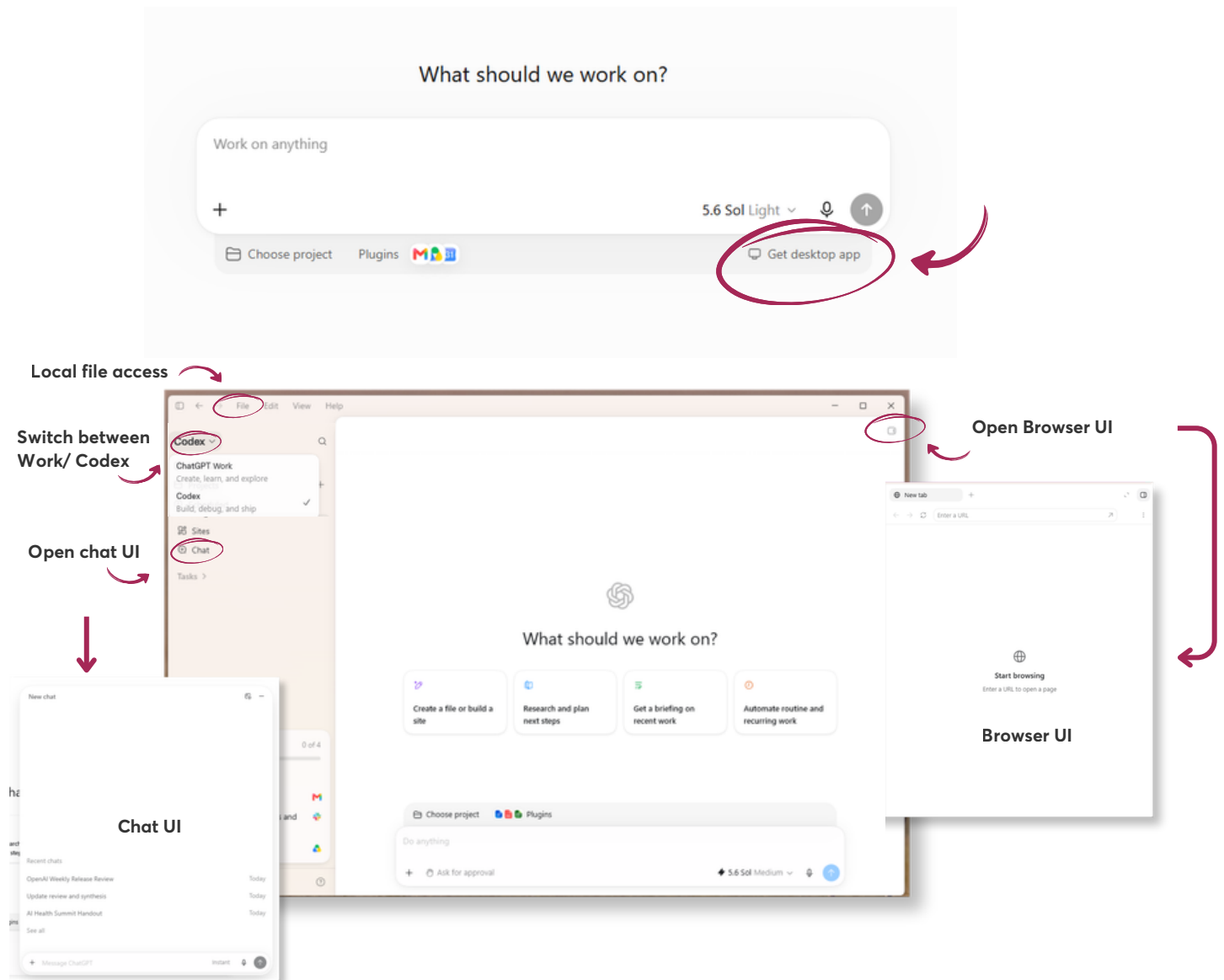
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New Unified ChatGPT Desktop App

Combines Chat, Work, and Codex in one Windows/macOS application with local file access, desktop app access, a built-in browser, and improved Codex workflows.

Why it matters: Reduces the distance between AI reasoning and the systems where work happens, moving users from advice to execution without manual hand-offs between apps.

Teams to update: IT, InfoSec, Operations, Designers, Analysts, Developers, employees handling sensitive files.



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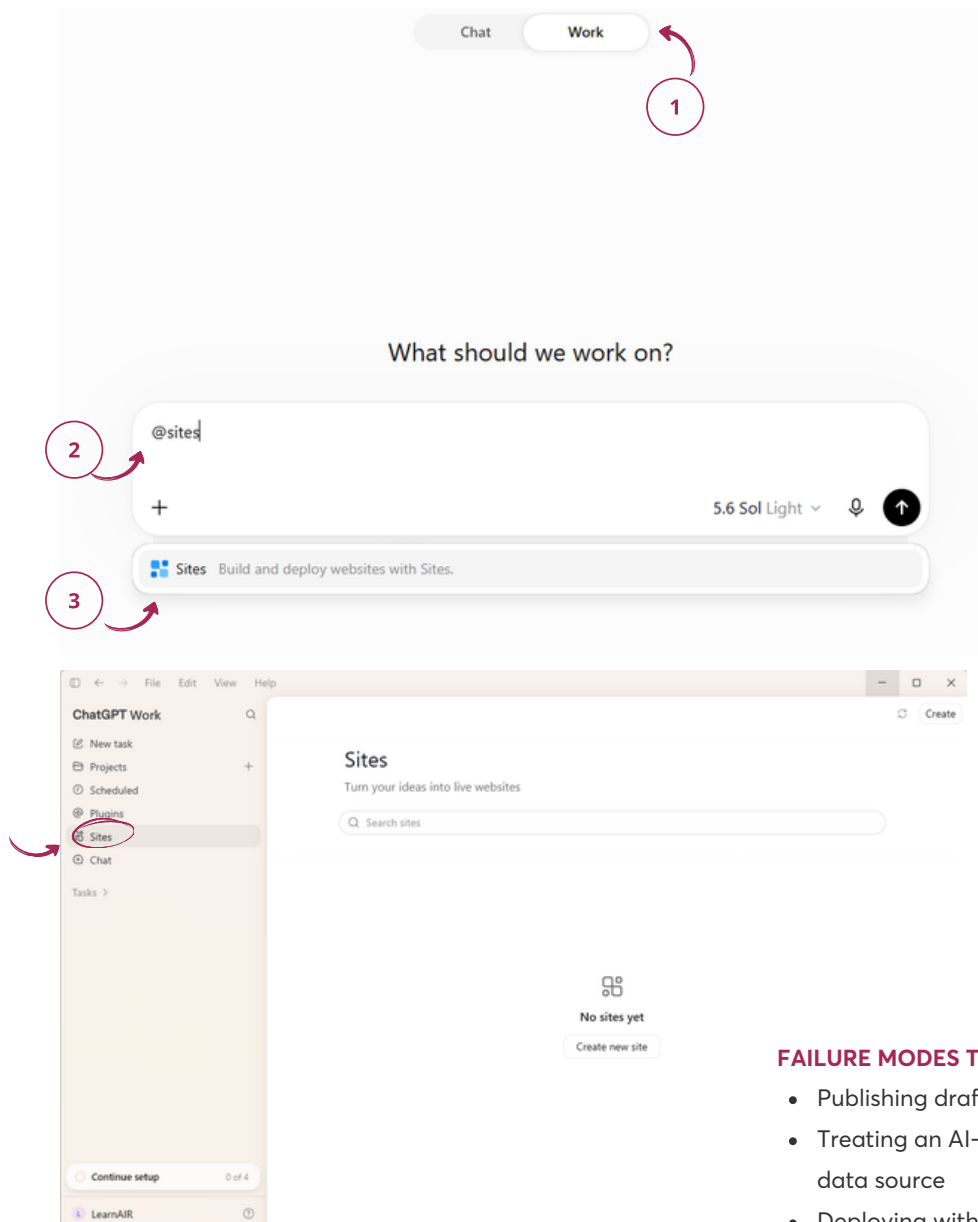
ChatGPT Sites (Public Beta)

Create interactive websites and lightweight apps — dashboards, trackers, calendars, prototypes, internal portals, reports — via Work (web) or Work/Codex (desktop).

Limitations: plan-specific beta usage limits; high-usage Sites can go temporarily unavailable; no custom domains for Enterprise at launch; every deployment URL is treated as production.

Why it matters: AI outputs are no longer limited to static documents — a report can become a live dashboard, a plan can become a tracker.

Teams to update: Marketing, Operations, L&D, Product, Data, Internal Comms, IT/Security.



FAILURE MODES TO AVOID

- Publishing draft or sensitive information
- Treating an AI-built dashboard as a verified data source
- Deploying without accessibility testing
- Failing to define who owns future updates

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Plugin Directory

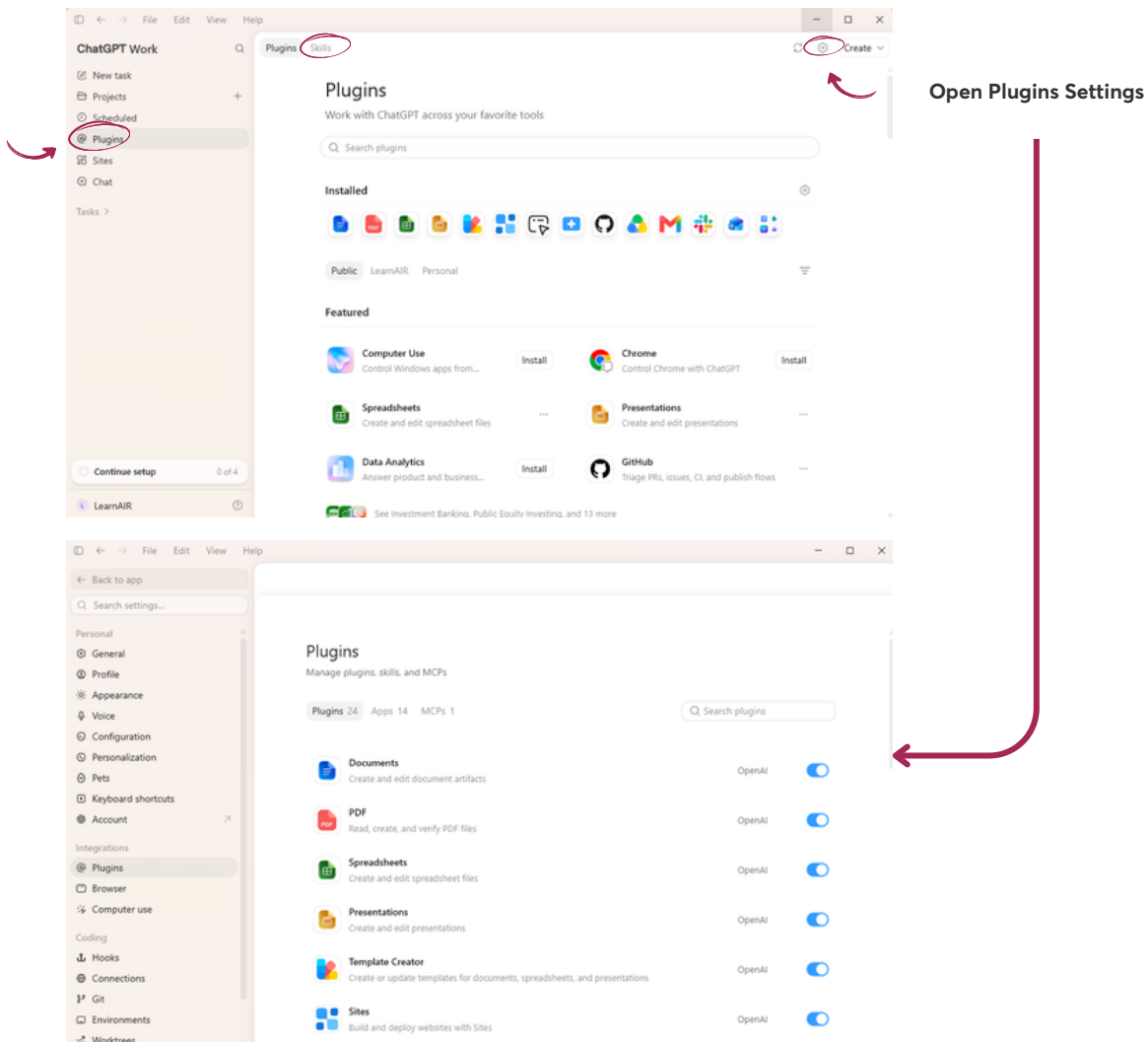
On July 9, OpenAI replaced the App Directory with the Plugin Directory. Existing app connections are unaffected. Plugins combine skills, apps, app templates, and workflow-specific instructions.

Why it matters: Skills are becoming part of a wider workflow package — a plugin can carry both the instructions and the connections needed to retrieve data or act.

Example: a sales plugin combining research, CRM access, email access, a proposal template, and approval rules.

Teams to update: IT, Security, Workspace Admins, Operations, Department Leaders, AI Enablement.

ChatGPT Desktop App



FAILURE MODES TO AVOID

- Assuming plugin installation grants source-system access
- Enabling write actions immediately
- Skipping role-based access controls
- Installing overlapping plugins without ownership rules

5

GPT-5.6 Model Family

Released July 9: The gpt-5.6 API alias routes to Sol.

- Sol (frontier capability, hardest workloads),
- Terra (balanced performance/cost),
- Luna (efficient, high-volume).

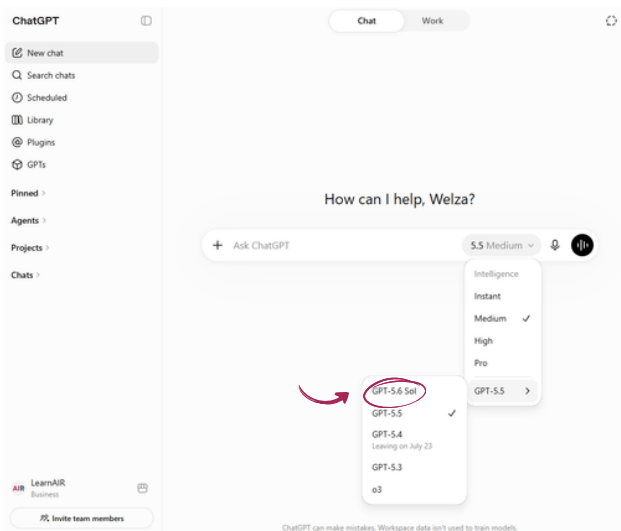
Limitations: higher reasoning settings raise cost/latency; multi-agent orchestration is beta; original-resolution images increase tokens/latency; cyber/biology safeguards may delay some legitimate dual-use requests.

Why it matters: Model selection becomes an economic design decision, not just a quality decision. Teams can route different workflow stages to different models.

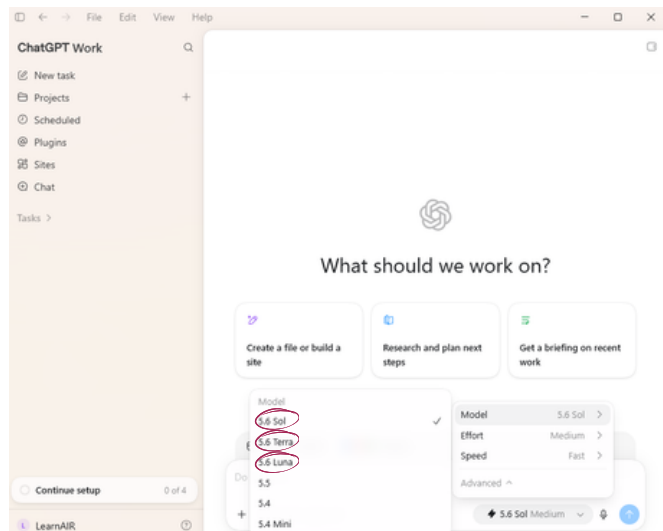
Example: Luna classifies 20,000 tickets, Terra analyzes patterns, Sol investigates high-risk cases and builds the executive recommendation.

Teams to update: Engineering, Product, Data, Finance/Procurement, AI Governance, Technical Operations.

ChatGPT Web



ChatGPT Desktop App



FAILURE MODES TO AVOID

- Using Sol for every task
- Comparing models on only one prompt
- Ignoring tool-call and reasoning costs
- Migrating without regression testing
- Measuring writing style rather than business accuracy

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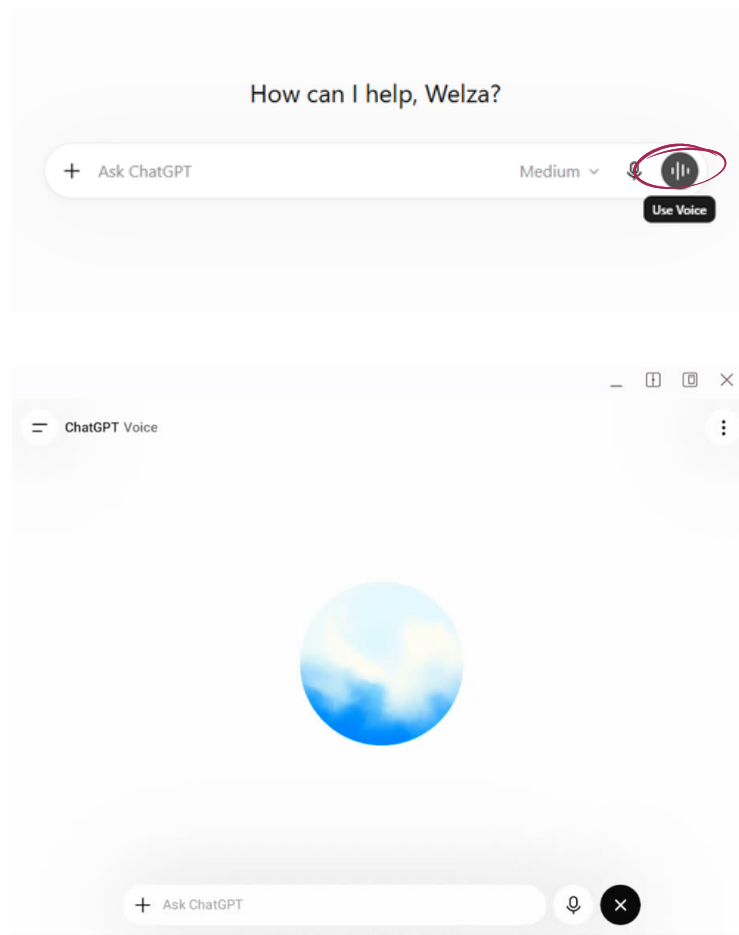
GPT-Live-1 in ChatGPT Voice

GPT-Live-1 now powers ChatGPT Voice for paid consumer plans; Free users get GPT-Live-1 mini. Supports simultaneous listening/speaking for more natural interruption and turn-taking, plus web search, memory, visual widgets, and mixed text/image context.

Why it matters: Voice becomes suitable for active collaboration, not just dictation — users can think aloud, interrupt, redirect, and continue with text and visual context.

Required behavior change: Speak in structured stages: goal, context, constraints, draft, correction, final decision — to prevent long, unfocused sessions.

Teams to update: Sales, Customer Support, Executives, Trainers, Accessibility, Mobile workers.



FAILURE MODES TO AVOID

- Sharing sensitive information in a public place
- Allowing the conversation to become unstructured
- Treating live web information as verified without review
- Expecting video or screen sharing from GPT-Live-1

7

GPT-Realtime-2.1 API Models

Released July 6: GPT-Realtime-2.1 and GPT-Realtime-2.1 mini. Improvements: alphanumeric recognition, silence/background-noise handling, interruption behavior, configurable reasoning, tool use for complex voice workflows.

Accepts text, audio, and image input; produces text and audio output. Video is not supported.

Why it matters: Improves voice-system reliability in noisy or practical settings — field operations, call routing, appointment booking, hands-free support.

Required behavior change: Evaluate voice agents under realistic conditions: background noise, accents, interruptions, long pauses, serial numbers, names/addresses, tool failures, escalation to a person.

Teams to update: Engineering, Contact-Center Operations, Customer Experience, Product, Accessibility.

8

GPT-5.5 Instant Mini Fallback

GPT-5.5 Instant Mini replaces GPT-5.3 Instant Mini as the fallback used after users hit GPT-5.5 Instant/Auto rate limits.

Does not appear in the model picker; does not affect the API or Codex.

Why it matters: Users may experience a model swap without selecting it — organizations shouldn't assume every response in a long session came from the same model tier.

Teams to update: Support, Trainers, QA, heavy ChatGPT users.

9

Product Transitions & Retirements

Group chats: new group chats can no longer be created or joined starting July 9. Existing ones remain usable for now and will eventually become read-only; shared content stays accessible.

Atlas retirement: Atlas stops working on August 9, 2026. Bookmarks, tabs, and history do not transfer automatically — export before the retirement date.

Why it matters / action: Identify any procedures, onboarding materials, or saved workflows still referencing Atlas or group chats and replace them with supported desktop, plugin, project, or collaboration workflows.

10

ChatGPT Returns to WhatsApp in the EEA

On July 13, ChatGPT became available again via WhatsApp in the EEA — messaging, image uploads, voice notes, image creation, multiple languages. Optional account linking raises usage limits.

Why it matters: Expands low-friction access for learners and users more comfortable with messaging apps than standalone AI platforms.

04 WHO SHOULD CARE

Role Overlays

	Most Relevant Updates	Recommended First Test
Sales	Work, plugins, Scheduled Tasks, Sites	Build a live account plan that updates from approved CRM, email, and meeting sources
Operations	Work, Sites, desktop agent workflows	Turn weekly status inputs into a risk report, tracker, and leadership deck
Marketing	Work, Sites, GPT-5.6 design improvements	Convert research into a campaign brief, content assets, and a launch portal
HR	Work, plugins, Voice	Create an onboarding package from approved policies, calendars, and role documents
Founders / Managers	Work, Scheduled Tasks, GPT-5.6	Generate a weekly decision brief containing changes, risks, and decisions required
Engineers	GPT-5.6, Codex, programmatic tool calling, multi-agent beta	Test a bounded repository task with explicit success criteria and automated checks
Educators	Work, Sites, Voice, plugins	Turn a course module into a lesson guide, learner activity, and interactive resource

Role-Specific Behavior Changes

Sales	Move from "write a follow-up email" to "review the account history, identify unresolved needs, recommend the next action, and draft the follow-up for approval."
Operations	Move from one-time summaries to monitored workflows that identify changes, exceptions, and owners.
Marketing	Move from isolated content creation to connected campaign systems with source research, version control, and approval gates.
HR	Move from generic policy answers to source-grounded onboarding and communication workflows, with strict access controls.
Founders / Managers	Move from asking AI for ideas to using AI as a structured review layer across plans, reports, and decisions.
Engineers	Move from basic code generation to evaluated agent workflows that use tools, repositories, tests, and model routing.
Educators	Move from teaching prompt formulas alone to teaching delegation, verification, workflow design, and responsible publishing.

RECAP

05 ChatGPT Is Moving From Answers to Finished Work

OpenAI's latest releases mark a major shift in how teams will use ChatGPT.

The platform is no longer centered only on asking questions and generating individual drafts. New capabilities now allow ChatGPT to research, work across approved apps and files, create finished business materials, build interactive Sites, and keep recurring work moving.

Why This Matters for Work

The biggest change is behavioral. Teams should no longer think only about writing better prompts. They now need to learn how to delegate complete outcomes.

That means defining the goal, selecting trusted sources, setting approval points, controlling permissions, and reviewing the finished work before it is sent, shared, or published.

"The next phase of AI adoption will not be defined by who writes the most impressive prompt. It will be defined by who can turn reliable workflows into responsible, measurable results.

— LearnAIR™ Educate Team

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** Sources:

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<https://developers.openai.com/api/docs/guides/latest-model>

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