OpenAI

ChatGPT Work

Champion rollout guide

Rollout guide for champions

Map current tasks, set access expectations, teach review habits, track credit use, and document checked examples.

Current as of July 7, 2026

Champion rollout guide: ChatGPT Work

A successful ChatGPT Work rollout depends on champions who can help teammates choose useful tasks, write clear requests, and review outputs before they are shared or used. This guide gives you a practical path for the launch: identify strong starting tasks, explain who can use which capabilities, help colleagues scope their first Work requests, watch credit usage alongside the value of the output, and know when a repeated task pattern should be handled by the workspace owner or admin team.

How to use this guide

Read it in order for a new launch, or jump to the section that matches the question in front of you.

Focus area	What champions should do
Map current work and opportunities	Identify recurring, time-consuming, or multi-step tasks that may be a good fit for Work. Capture the task owner, intended outcome, required sources and tools, frequency, review points, and any sensitive information or actions involved.
Set clear access and usage expectations	Explain who has access to Work, which plugins and tools are available, and how credit usage may vary by task. Help teammates understand when to use Work for multi-step execution, Chat for quick collaboration, or Codex for software-development work - and when an admin or workspace owner needs to be involved.
Help teammates scope effective requests	Help users turn broad goals into well-scoped requests by adding relevant context, trusted sources, clear constraints, a desired output format, and a named reviewer. For larger tasks, encourage users to define checkpoints and confirm the approach before Work completes the full deliverable.
Connect usage to outcomes	Review credit use alongside the work produced, including its quality, usefulness, time saved, and how often the task recurs. Look for tasks that consistently produce useful output, as well as requests that need tighter scope, better inputs, fewer tool calls, or a different product surface.
Capture and share what works	Save successful task briefs, reviewed outputs, useful prompts, and setup notes in a place champions and teammates can easily find. Record the owner, required tools, review process, known limitations, and whether the task should stay personal or be considered for a team-owned setup.

A product launch feels much easier when teammates know where to go for help. You do not need a large rollout team - just a few clearly defined people who can set direction, manage the launch, and help users build confidence with their first tasks.

- [ ] Executive sponsor - Sets the direction. Explains why the team is using Work, connects it to broader priorities, and asks leaders to nominate a small set of meaningful tasks to explore.
- [ ] Rollout owner - Keeps the launch moving. Coordinates access guidance, credit guidance, communications, office hours, measurement, and support paths while routing workspace-setting questions to the right owner or admin team.
- [ ] Team champion - Helps teammates succeed. Coaches users through task setup, reviews early outputs with them, captures useful examples, and shares practical instructions with the wider team.

Start by mapping current tasks

Begin with familiar work, such as a recurring meeting, report, or team deliverable. Strong starting tasks typically have consistent inputs, a clear owner, trusted source material, and a natural point for someone to review the result.

Spend a little time observing how the work happens today. Join a team meeting, watch someone prepare a weekly report, or hold a short discovery session. Ask what they repeat, where progress slows down, and which outputs require the most cleanup. Choose a small number of promising tasks to test - you do not need to map everything at once.

Create task shortlist Use after a team meeting, planning review, or focused workshop. Paste rough notes and ask Work to identify candidate tasks, owners, sources, review points, risks, and a first test.	Open Prompt in ChatGPT

01 Listen	02 Map	03 Workshop	04 Backlog
Sit in on a meeting or watch a recurring task.	Write down inputs, handoffs, source files, and the reviewer.	Ask people to bring work they repeat or avoid.	Choose a few tasks to test first.

	Chat	Work	Codex
Best for	Quick drafting, questions, and back-and-forth.	Longer tasks with sources, files, approved tools, or a reviewable artifact.	Code work in a repo or technical environment.
Example use cases	Draft an email; summarize notes; brainstorm options.	Prepare a customer brief; analyze account health; compare an external source against an internal file; build a project plan.	Fix a bug; implement a feature; write tests; review a pull request.
Human review	Check facts, tone, and anything that will be shared.	Review the final artifact before it affects a customer, decision, or system of record.	Define requirements upfront; involve engineering, IT, or security when needed.

Capture task details as you go

Field	What to capture	Example	Why it matters
Task	The job or deliverable.	Draft weekly customer health summary.	Keeps the example specific.
Owner	Who does the work and who uses it.	CS lead prepares it; account team uses it.	Tells the champion who to follow up with.
Frequency	How often it happens.	Every Friday before pipeline review.	Separates one-off requests from repeat tasks.
Systems	Files, apps, people, or data sources involved.	CRM notes, support tickets, call summaries.	Shows access questions early.
Review point	Who checks the result.	Manager checks customer claims before sharing.	Keeps human judgment named.

Develop an access strategy

Access to Work depends on a user's seat, workspace settings, and, where RBAC is enabled, the permissions assigned to their group or role. Workspace owners and admins can use roles, identity groups, app settings, and capability controls to determine who can use Work, which tools or connectors are available, and which actions are allowed. This means two teammates may see different plugins, connected systems, or actions. If someone cannot use a tool, the champion should route the request to the workspace owner or admin team instead of trying to solve it informally.

Before launch, tell each group what they can use, what requires approval, how credits are tracked, and where to ask for help. Use Chat for quick back-and-forth, Work for longer tasks involving multiple steps, approved tools, or trusted sources, and Codex for coding and technical build work.

Work with the workspace owner or platform team to match access to the team's needs. Use identity-provider groups where possible so access changes follow normal joiner, mover, and leaver processes. Lower-risk tasks may be appropriate for broader access, while connected systems, write actions, technical tools, and higher credit limits should be assigned more deliberately. When teammates request access, champions should capture what they want to accomplish, who owns the work, and which data and systems are involved.

Chat	Work	Codex
Quick drafting, questions, and back-and-forth.	Longer tasks with sources, approved tools, or a reviewable artifact.	Code work in a repo or technical environment.
Use when someone needs to	Use when someone needs to	Use when someone needs to
Brainstorm ideas or ask questions Quick exchange is enough.	Research a topic across many sources The task needs source gathering and synthesis.	Complete code or advanced builder work The work needs a repo, technical tools, or a controlled environment.
Draft or revise an email, document, or message The output is short and easy to check.	Analyze large collections of files or data The task needs more time, source review, and a clear output.	
	Create a report, presentation, or substantial deliverable The output should be a finished artifact.	

Plan access and communications

Use before a team gets access. Paste rollout context, constraints, and known tasks to draft access guidance, credit notes, messages, support paths, and questions for the workspace owner or admin team.

Open Prompt in ChatGPT

Access alignment checklist

Check	What to confirm
Access groups	Flag duplicate, outdated, or overly broad access for the owner or admin team.
Identity mapping	Confirm identity-provider groups match workspace roles.
Connected tools	Record each owner, use case, data access, and eligible users.
Write actions	Name approvals for tasks that write, publish, send, or delete.
Elevated roles	Confirm elevated access has an owner, a reason, and a regular review date.

Review credits and repeated tasks

Credits are the units used to measure Work and Codex usage. There is no fixed credit cost for every task: consumption varies based on the model or capability used, the amount of context processed, task duration, tool activity, and output size. A focused task using one source will generally use fewer credits than a large analysis spanning many files and connected tools.

For many users, this is their first time thinking about how context size, source count, tool use, retries, and task complexity affect usage. Building that literacy will take some trial and error. Users do not need to predict the exact cost of every request; the goal is to notice patterns, learn which choices tend to increase usage, and get better at matching the scope of a task to its value.

Credit usage is most helpful when viewed alongside the work completed. Higher usage may be expected when someone produces a substantial report, analyzes a large body of information, or works across several approved tools. Unexpected usage may indicate that a request was too broad, included unnecessary sources, required multiple attempts, or produced more than the user needed. Champions can help by tightening the scope, choosing the right inputs, and using clearer instructions. Do not promise task-level cost attribution unless the workspace owner or admin team confirms that the data supports it.

Keep a lightweight record of tasks that use company data, consume a notable amount of credits, or start appearing across the team. Include the purpose, owner, sources and tools, expected output, frequency, and any useful setup details. This helps champions share proven approaches, understand recurring usage, and identify task patterns that may need a team owner, dedicated access, or clearer credit guidance.

Weekly	Monthly	Quarterly
Look for Recent usage, new teams trying Work, and fast-growing credit use. Champion action Check in with teams whose usage jumped. Ask what they made and where they got stuck.	Look for Usage next to adoption notes, quality issues, and examples with useful context. Champion action Split oversized tasks, improve instructions, and share examples with their limits.	Look for Limits, roles, settings, launches, seasonal work, and organizational changes. Champion action Adjust limits and access before demand arrives.

Keep ideas moving in the open

Create one shared place for teammates to post ideas, working examples, and useful instructions, such as a Slack channel, forum, or lightweight hub. Ask people to include the task they were trying to complete, the sources or tools they used, what they produced, and anything they learned, without pasting sensitive source material into the channel. Another champion should be able to understand the approach without needing the full backstory.

Not every successful task needs a formal setup. Personal task patterns can often remain saved prompts, instructions, or scheduled tasks where supported. Consider formalizing a pattern when multiple people rely on it, it uses company data, writes to another system, requires ongoing support, or consumes a meaningful amount of credits. Before it becomes a Workspace Agent or another governed setup, define who owns it, how it will be maintained, what access it needs, and which decisions require the workspace owner.

Supporting users with getting started

Champions will often be the first point of contact for questions about access, credit use, output quality, and repeatability. When someone asks what they can use, start with the access guidance you have and ask the workspace owner or admin team to confirm anything unclear. When credits are higher than expected, look at the amount of context, number of sources, tool activity, task duration, and output size before suggesting changes. When an output misses the mark, check whether the original request included the right sources, constraints, format, and intended audience. For larger tasks, ask Work to outline its plan before running the full request.

Coach task setup

Use when a teammate has a rough request. Turn it into a Work brief with the outcome, audience, sources, constraints, reviewer, approval needs, and first checkpoint.

Open Prompt in ChatGPT

If a task is likely to be repeated, capture the instructions and test them with a new set of inputs. Note which details stay the same, what needs to change each time, and whether the task depends on specific data, tools, permissions, or manual steps. Keep one-off and individual tasks as saved prompts, instructions, or recurring personal tasks where supported. Bring patterns used across a team to the workspace owner to determine whether they need a named owner, shared access, credit guidance, or a formally managed setup.

01	02	03	04	05
Outcome State the result the user needs.	**Context** Add sources, audience, and constraints.	**Plan** Ask for steps before complex work starts.	**Review** Check the result before sharing or acting.	**Repeat** Save the prompt, inputs, review step, and any recurrence notes.

What am I allowed to use? Quick-start FAQ and office hours	Start with what the user has today. Name the surfaces, connected tools, and actions they can try. If they need more access, tell them who reviews it and what context to send.
How do I improve this result? Bring-your-work clinic	Ask what the final output is for, who will read it, what sources matter, and who needs to check it. Turn the request into a short task brief, then compare the next output against that brief.
Why did this consume so many credits? Usage coaching session	Look at task size, source count, retries, and missing context. Sometimes one large request should become smaller steps before anyone changes access.
Can I use this again next week? Task note or routine review	If it is a personal routine, save the prompt, source checklist, review step, and recurrence notes. If other people will depend on it, check ownership, allowed data, support path, and review date first.

What are other teams using? Champion roundtable or internal showcase	Share examples that include the problem, task brief, sources, output, review pattern, and result. Connect teams when the context matches; avoid copying work that depends on different data or permissions.
How should I discuss this with my team? Manager discussion guide	Give managers a short talk track: what is available, when to use Chat, Work, or Codex, what review is expected, where to ask for help, and one exercise to try in the next team meeting.

Using Work to support your rollout

Champions can use Work to plan and manage the rollout itself. It is a good fit for tasks that combine several inputs or produce a substantial deliverable, such as a rollout plan, enablement guide, communications package, usage report, or launch summary. Save the prompt, source list or sanitized source summary, and final output so other champions can see what was tried, adapt the approach, and understand where decisions were made.

Identify candidate tasks
Artifact
Prioritized task list
Read meeting notes and interviews, then group the repeated tasks.
Prioritize tasks ↗

Plan your rollout
Artifact
90-day rollout plan
Turn dates, owners, communications, and dependencies into a working plan.
Create 90-day plan ↗

Create launch communications
Artifact
Communication package
Draft the same message for several channels.
Build comms package ↗

Develop training materials
Artifact
Workshop deck and facilitator guide
Build a workshop from one audience, one goal, and a few team examples.
Design workshop ↗

Measure adoption
Artifact
Monthly adoption report
Connect usage patterns to support questions and checked examples.
Analyze adoption ↗

Gather employee feedback
Artifact
Voice-of-the-user report
Sort survey comments and office-hours notes into themes.
Summarize feedback ↗

Sample 90-day rollout calendar

Use this as a rough calendar. Move the dates to match pilot groups, access work, and credit decisions.

Month 1

Experiment

- Pick a small set of tasks
- Run bring-your-work clinics
- Collect blockers
- Confirm access and credits.

Month 2

Share

- Share checked examples
- Publish setup notes
- Coach recurring personal routines where supported
- Review usage patterns.

Month 3

Expand

- Add the next group
- Adjust access and limits
- Review team-owned candidates
- Update support materials.

Decisions to align before launch

Executive sponsor

- Define the rollout goal and the teams or use cases included in the first phase.
- Confirm what success should look like, including the outcomes leaders will review.
- Set expectations for when the rollout should expand, pause, or change direction.

Rollout owner

- Confirm who receives access first and how access requests will be handled.
- Identify plugins, connected systems, or actions that require separate approval.
- Confirm monthly limits, request paths, and any shared-pool alerts or overage controls.
- Set the rollout window, communications plan, support channels, and reporting cadence.
- Choose where task examples, usage notes, and open decisions will be stored.

Team champion

- Identify the first tasks each team will try and who owns them.
- Confirm that users know which sources, tools, and constraints apply to those tasks.
- Establish how working prompts, useful examples, and recurring-task ideas will be captured.
- Track access questions, credit concerns, unclear guidance, and tasks that may need a team-owned setup.