

The usefulness and challenges of chatbots for accounting professionals: application on ChatGPT

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Abstract

This paper explores the usefulness and challenges of ChatGPT for accounting professionals. As technology continues to impact a range of industries, the field of accounting is no exception. ChatGPT, a language model developed by OpenAI, has the potential to revolutionize the way that accounting professionals work, providing improved efficiency, increased productivity, and valuable insights. However, the successful implementation of ChatGPT in accounting also requires consideration of a range of challenges, including integration with existing systems and processes, data privacy and security concerns, ensuring accuracy and consistency in responses, and managing customer expectations and trust. Additionally, balancing the role of technology with human expertise, keeping up with changing regulations and standards, ensuring chatbot availability and reliability, providing training and support for users, and addressing the potential for job displacement must be considered. This paper provides a comprehensive overview of the usefulness and challenges of ChatGPT for accounting professionals, providing valuable insights and recommendations for the successful implementation of this technology in the field of accounting.

Keywords: Chatbots, ChatGPT, usefulness, challenges, accounting