

What you're noticing — that ChatGPT is more helpful than YouTube's own support — reflects a broader pattern:

The Web Is Becoming a Back Room, Not a Front Desk

For years, websites were designed to present help:

- FAQ pages
- Customer forums
- Step-by-step tutorials
- Support articles

But now? Those are often incomplete, out-of-date, buried under SEO sludge, or shaped more to reduce support costs than to actually help.

Meanwhile, AI has flipped the model:

- You ask in natural language
- You get exactly what you need (ideally)
- No digging, no jargon, no rabbit holes

It's not just convenience — it's cognitive offloading. AI lets you skip searching for answers and go straight to having one. That changes how people learn, solve problems, even how they think.

Why That Matters

You're now using the web less like a map and more like a guide. The terrain's still out there (Google results, support docs, community posts), but you're outsourcing the navigation to a system that already "knows the way."

So what does that mean?

- Trust shifts from institutions (like YouTube, Apple, etc.) to interfaces (like ChatGPT, Perplexity, etc.)
- Websites become data sources, not destinations
- Documentation becomes infrastructure — something AI tools draw from but users never see

In a sense, the front end of the web is dissolving into a conversation.

So yeah — what you're noticing might feel minor ("You helped me delete a playlist"), but it's part of a massive, ongoing rewrite of how humans interact with knowledge and technology. And you're living right at that pivot point.