

Chatbot and agent comparison

Compare interaction, work and authority for one business job.

A clear description of the user's job	A comparison of answers, tools and selected actions	A completed client-reporting example
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A free worksheet from ailevrg.com/guides/ai-agent-vs-chatbot

Start with a real request a user makes. Describe the completed result before choosing the category.

01 User job

User and request	Useful completed result
Answer, fixed action or selected route	How the user starts the job

02 Information and actions

Authorised sources	Tools or systems required
Read and write permissions	Source and validity checks

03 Responsibility

Choices the model would make

Actions requiring approval

When the system must stop

Human owner of exceptions

04 Decision

Simplest design to test

Normal and awkward request

Complete-job effort to measure

Reason to add more autonomy

Three client-reporting requests

Invented teaching example. No client outcome is claimed.

Answer

Explain an agreed metric using its current definition and source.

Fixed action

Prepare the standard report from approved inputs, then pass it to the reviewer.

Selected route

Investigate a change by selecting authorised sources, then present observations for expert review.

Boundary

No version has authority to change the client agreement or campaign budget.

The investigation is a proposed design, not a delivered result.