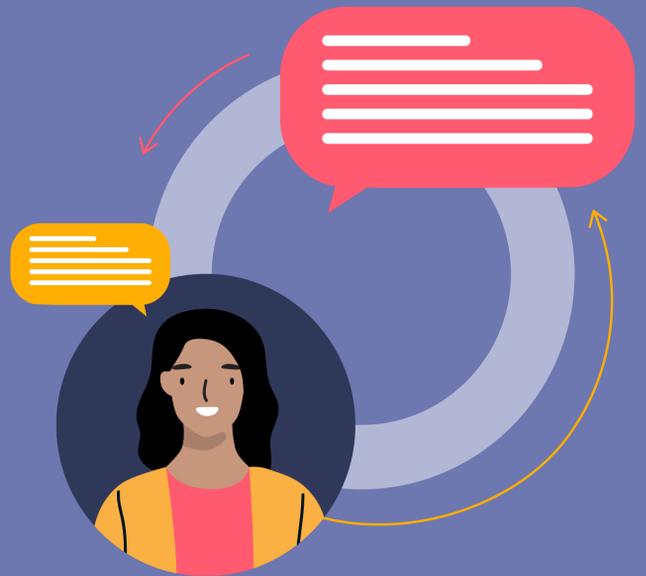


Virtual Agents vs Chatbots

Which is Fit for Your Purpose?

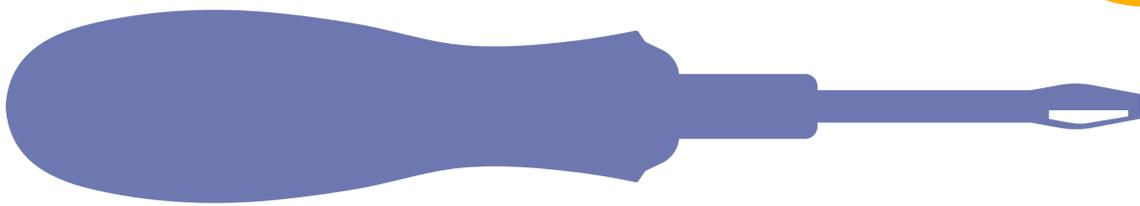
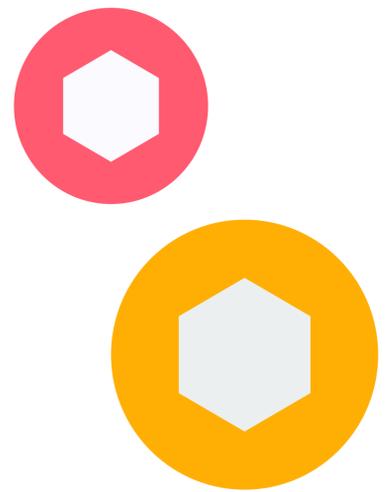
A chatbot is a type of software pre-programmed with a variety of responses to simple questions. It's not a virtual agent because a) it only chats (no voice recognition or omnichannel responses) and b) it doesn't use conversational AI and learn as it goes.



	Chatbots	PeopleReign's Virtual Agent
Comes with 5 million work concepts already loaded into the system	X	✓
No manual programming required to be useful on the first day	X	✓
Omnichannel (voice, synchronous chat, SMS, email)	X	✓
Learns as it goes	X	✓
Uses Natural Language Processing for intent detection	X	✓
Automated support for 27 languages	X	✓
Can manage lifecycle of tickets	X	✓
Recommends next best steps to live agent if request is passed on	X	✓
Part of a robust system of intelligence	X	✓

it's just not the right tool for the job.

In other words, chatbots can recognize some simple requests but don't use natural language processing (NLP) to derive meaning and the intent behind a request. Chatbots are definitely a good bare-bones approach to some things (like ordering a pizza), but when it comes to help desks for organizations dealing with a large number of geographically dispersed employees who speak multiple languages and have complex IT issues to solve, well, it's kind of like trying to use a hex wrench on a Phillips head screw: it's just not the right tool for the job.



A virtual agent is not a replacement for a human being

Rather, a virtual agent frees up the human's time by handling routine high-volume requests like the following, so people can work solving more complex help desk issues for employees:



Password resets



What is the wifi password in Conference Room B?



Do I need to update my W-2?



How do I expense my rental car? And the like.

A virtual agent certainly is better suited for IT and HR help desk issues than a chatbot, but a virtual agent is only one small piece of the puzzle — a virtual agent comes as part of a robust system of intelligence that automates the lifecycle of employee service requests.

The difference between chatbots and PeopleReign doesn't stop at virtual agents. See peoplereign.io for more.

