VIRGINIA MUNICIPAL LEAGUE · ANNUAL CONFERENCE

Chatbots and Agents

What they are, and when each one fits

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How to spot the difference

- Verbs
- Four rungs
- Example

Verbs

CHATBOT

- Tells
- Explains
- Answers
- Summarizes
- Translates

Says something wrong.

AGENT

- Files
- Submits
- Schedules
- Routes
- Approves

Does something wrong.

Four rungs

Four rungs

Retrieves

Finds the ordinance, shows it to you

Four rungs

Reasons — Tells you how the ordinance might apply

Retrieves — Finds the ordinance, shows it to you

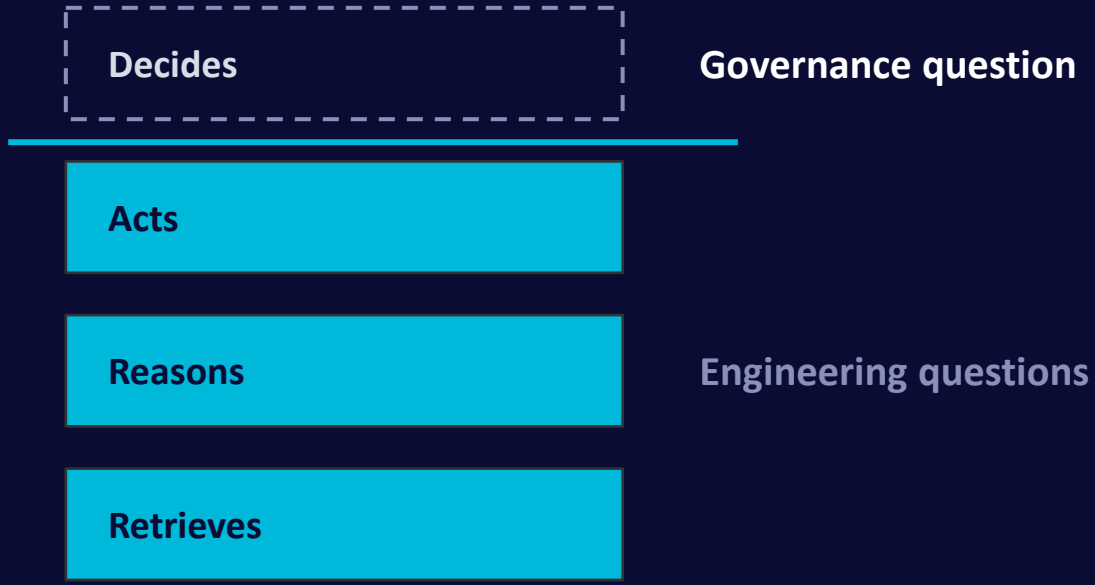
Four rungs

Acts	Takes an action on your behalf
Reasons	Tells you how the ordinance might apply
Retrieves	Finds the ordinance, shows it to you

Four rungs

Decides	Makes it official
Acts	Takes an action on your behalf
Reasons	Tells you how the ordinance might apply
Retrieves	Finds the ordinance, shows it to you

Rung four isn't yours to delegate.



Example: Short-term rental application

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01 ***"What are the rules?"***

Retrieves

Example: Short-term rental application

02 *"Does my property qualify?"* **Reasons**

01 *"What are the rules?"* **Retrieves**

Example: Short-term rental application

03	*"Start my application."*	Acts
02	*"Does my property qualify?"*	Reasons
01	*"What are the rules?"*	Retrieves

Example: Short-term rental application

04	*"Am I approved?"*	**Decides**
03	*"Start my application."*	**Acts**
02	*"Does my property qualify?"*	**Reasons**
01	*"What are the rules?"*	**Retrieves**

An agent’s boundary is not what it knows.

It’s what it's allowed to do.

TIME SAVED PER EMPLOYEE, PER DAY

95 minutes a day

Self-reported. 175 employees. One pilot.

A chatbot talks.

An agent acts.

You already know how to manage both.

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