AI Chat vs Rule-Based Chatbot (vsdiff.com)

Feature	AI Chatbot	Rule-Based Chatbot
Technology	Uses NLP (Natural Language Processing)	Uses pre-defined scripts and patterns
Learning Ability	Can learn from interactions	No learning capacity
Complexity of Queries	Can handle complex, varied queries	Only handles specific queries
User Experience	Offers a more natural conversation flow	Can feel robotic and limited
Implementation Cost	Higher due to advanced technology	Generally lower
Maintenance	Requires ongoing training and updates	Less maintenance needed

Source: https://vsdiff.com/ai-chat-vs-rule-based-chatbot/