

AI Chatbot vs Human Chat Support (vsdiff.com)

Feature	AI Chatbot	Human Chat Support
Response Speed	Instantaneous responses, available 24/7	Response time can vary; available limited hours
Cost Efficiency	Lower operational costs in the long run	Higher costs due to salaries and training
Personalization	Lacks emotional intelligence and personal touch	Offers empathy and tailored responses
Complex Queries	Struggles with intricate or vague questions	Can handle complex inquiries effectively
Learning Ability	Can learn and improve over time, but limited by programming	Humans can adapt based on emotional cues and experience

Source: <https://vsdiff.com/ai-chatbot-vs-human-chat-support/>