

CHATBOT VS COPILOT VS AI AGENT

What happens when they each get the **same** request?

+ Provision access for our new hire in Okta and Jira



Here's how to request Okta and Jira access.

NO SYSTEMS ACCESSED
 NO ACTION TAKEN



CHATBOT

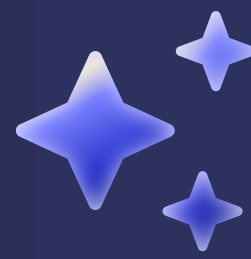
Conversational AI.
Answers questions,
no action.



CHATBOTS CHAT.

I've prepared onboarding steps and suggested what access to provision.

NO SYSTEMS ACCESSED
 AWAITING HUMAN ACTION



COPILOT

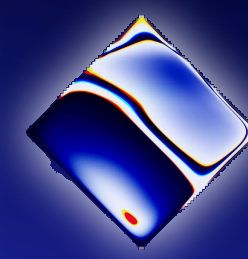
Assists a human
inside one system



COPILOTS ASSIST

Okta access provisioned
 Jira role assigned
 Summary sent to IT

6 SYSTEMS ACCESSED
 3 ACTIONS TAKEN



AGENT

Reasons, decides,
and **acts** across
systems



AGENTS ACT.

[Talk to an expert about the right AI approach](#)