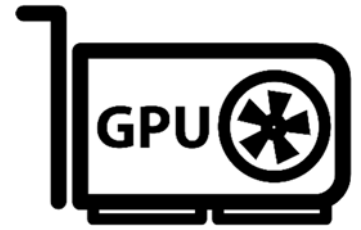# Agent vs. Human Thinking Reflection

Artificial intelligence agents can do many of the same tasks as humans, but they often approach problems in very different ways. Humans use experience, emotions, and common sense. AI agents rely on data, programmed rules, and processing power.

In this activity, you will compare how an AI agent and a human might handle the same problem. You'll look for **similarities** (ways they act alike) and **differences** (ways they act differently). Thinking about this helps us see both the strengths and limits of AI.

Directions - Read each example carefully. Think about how an **AI agent** would approach the problem and how a **human** would approach it. List **similarities** and **differences** in their thinking or behavior.

Example 1 - Playing Chess: A **chess-playing AI agent** calculates thousands of possible moves very quickly, checking which leads to the best outcome. It never gets tired or distracted. A **human player**, however, often uses strategies learned from practice and remembers famous moves. They might also rely on intuition-"this move feels strong"-and may get nervous under pressure.

Similarities: _____ **Differences:** _____

Example 2 - Helping a Customer Online: A **customer service chatbot** can answer common questions, like tracking a package or resetting a password. It follows pre-programmed scripts and pulls answers from a database. A **human customer service agent** can also answer these questions, but may notice frustration in the customer's tone and respond with empathy. Humans can handle unusual problems more flexibly, while the chatbot may struggle outside its training.

Similarities: _____ **Differences:** _____

Example 3 - Recommending a Movie

A **recommender agent** (like Netflix) looks at your past viewing history and compares it with millions of other users' patterns. It predicts what you are likely to enjoy next. A **human friend**, on the other hand, might suggest a movie they loved, or something they think fits your personality and mood. The agent is powered by large amounts of data, while the friend uses personal knowledge and judgment.

Similarities: _____ **Differences:** _____