

Agent vs. Human Thinking Reflection Answer Key

Example 1 - Playing Chess

Similarities:

- Both AI and humans follow the rules of chess.
- Both aim to win by planning moves ahead.

Differences:

- AI calculates thousands of possible moves very quickly; humans rely more on intuition and practice.
- AI never gets tired or nervous; humans can feel pressure or make mistakes from distraction.

Example 2 - Helping a Customer Online

Similarities:

- Both AI chatbots and human agents can answer common questions (tracking, password resets, etc.).
- Both try to solve the customer's problem.

Differences:

- AI follows scripts and databases; humans can think flexibly when faced with unusual requests.
- Humans can show empathy and adjust their tone; AI usually cannot understand emotions deeply.

Example 3 - Recommending a Movie

Similarities:

- Both can suggest something new for the person to watch.
- Both use some kind of "pattern recognition" - AI uses data patterns, humans use knowledge of the person's tastes.

Differences:

- AI looks at millions of user histories and data points; humans rely on personal judgment and relationship knowledge.
- AI may recommend something unexpected but based on data; a human might choose based on personality, mood, or shared experience.