

# What Is an *AI Agent*?

Not just a chatbot. It plans, decides, and acts — on your behalf.

## IN PLAIN ENGLISH

Give it a goal. It **figures out the steps**, picks the right tools, and **gets it done** — no hand-holding required.

## HOW IT WORKS

### Three things happen every time



## REAL EXAMPLE

"Book me a trip to New York, Tuesday to Friday." — the agent handles everything else.

### YOU SAY

"Book me a trip to New York, Tue–Fri"

One instruction. That's it.

### AGENT — STEP 1

Agent searches flights

Finds best fare, reserves your seat

### AGENT — STEP 2

Agent books a hotel

Matches your budget, confirms the room

### AGENT — STEP 3

Agent schedules rides + calendar

Uber pickups booked, calendar blocked

## CHATBOT VS AGENT

### CHATBOT

#### Answers questions

- One prompt, one response
- Gives information and advice
- You do the work after the chat
- No action taken on your behalf

### AI AGENT

#### Gets things done

- Works through multi-step tasks alone
- Uses tools: email, calendar, search
- Completes the task, not just the answer
- Adapts when something goes wrong

## THE KEY DIFFERENCE

**A chatbot tells you what to do next. An AI agent just does it.**