

Comparison: **AI agent from YOUNEA** vs. traditional solutions

Criterion	AI agent from YOUNEA	Traditional solutions
Accessibility	Available 24/7, in any language	Limited service times, often only locally
Waiting loops	No waiting times, immediate response	Long waiting times, high cancellation rate
Dialogue management	Natural AI-supported conversations	Menu navigation ('Press 1')
Scalability	Unlimited requests at the same time	Limited capacity, high personnel costs
Cost efficiency	Reduced personnel costs, scalable	High costs due to personnel & infrastructure
Staff shortage	Relief for teams, no dependence on the shortage of skilled labour	High staffing requirements, difficult to fill
Integration	Interfaces to CRM, ERP & ticketing systems	Manual processes, often inflexible
Data protection	EU AI Act & GDPR compliant	Often insecure or unstructured data processing
Flexibility	Customisable to company processes	Rigid, pre-defined processes
Learning ability	Continuous improvement through AI & machine learning	No independent learning
Multichannel capability	Telephone, chat & WhatsApp integrated	Usually only serves individual channels
Response speed	Immediate response to enquiries	Delay due to limited personnel resources
Personalisation	AI recognises and saves customer preferences	Repeated entry of customer data required
Susceptibility to errors	AI minimises human error	High error rate due to manual processes
Customer loyalty	Customised, context-based communication	Standardised, impersonal processes
Expandability	Quickly adaptable to new business requirements	Complex changes required
Voice control	Supports natural language processing (NLP)	Limited or no voice control
Data analysis & reporting	Real-time analysis of customer interactions	Limited or manual evaluation
Proactive customer approach	Automatic reminders & follow-ups	Mostly only reactive processing of enquiries
Operating costs	Low running costs after implementation	High operating costs due to personnel & infrastructure

