**ADVANTAGES OF NATURAL LANGUAGE PROCESSING (NLP)**

1. Companies can leverage NLP to improve the efficiency and accuracy of documentation process.
2. Use of NLP in business can lead to more efficient operation and reduce operation costs.
3. It can lead to higher customer satisfaction hence increase in revenue.
4. NLP makes true human-machine interactions possible, leading to further advancement in technology.
5. Autonomous and boring tasks can now be done by NLP making work more enjoyable and life easier. For example, it can be used to identify the most pertinent information from a large database.
6. It has made life easy due to its ability to answer complex questions and complete difficult tasks.
7. The live translation application of NLP has made it possible for companies and individuals to increase their international reach, since they can have real-time conversations in their different languages without the presence of a translator.

**DISADVANTAGES OF NATURAL LANGUAGE PROCESSING (NLP)**

1. NLP has replaced some job roles leading to unemployment or underemployment.
2. In NLP, the visual context is lost. Neither the machine nor a person listening to a conversation may interpret a request like, “Can you give me this one?”
3. Separate versions of NLP products have to be produced for each language and even variations of languages, that is, dialects.
4. Even with the improvement in the field, NLP is still not able differentiate contexts in which words are used. Examples are sarcasm and humor.
5. It is not that smart, yet. For example, Siri doesn’t understand my Yoruba accent most of the time.