

5 Myths About Autonomous AI Agents

Think you know agents?
Think again.



AI Agent Myth #1

“They’re just glorified chatbots.”

Reality Check

Agents and chatbots differ significantly in complexity and functionality.

While AI chatbots use predefined rules to answer simple questions, AI agents can process vast amounts of data, make decisions, and perform complex multi-step tasks autonomously or semi-autonomously.



AI Agent Myth #2

“They’re unpredictable and uncontrollable.”

Reality Check

Modern AI agents use sophisticated tools like reasoning engines and safety guardrails to ensure controlled and predictable behavior.

They continuously learn from interactions, refining responses over time while adhering to organizational permissions and policies.



AI Agent Myth #3

“They’re complicated, time consuming and expensive to set up.”

Reality Check

AI agents powered by generative AI and large language models can be set up quickly using prebuilt topics and actions.

Low-code options allow for rapid customization, with built-in suggestions for guardrails and business-specific knowledge.



AI Agent Myth #4

“They’re always fully autonomous.”

Reality Check

AI agents have varying levels of autonomy, from semi-autonomous to fully autonomous, depending on their purpose and task complexity.

Many agents work best when paired with humans, supporting decision-making while operating within predefined guardrails.



AI Agent Myth #5

“They won’t deliver real business value.”

Reality Check

Purpose-built AI agents focused on specific tasks can deliver significant business value, unlike generic AI tools.

Early adopters report improved case resolution and efficiency, with the market for AI agents projected to grow substantially by 2030.





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