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Chatbot or person: handing a conversation over, and telling visitors it is an AI

AI & Agents

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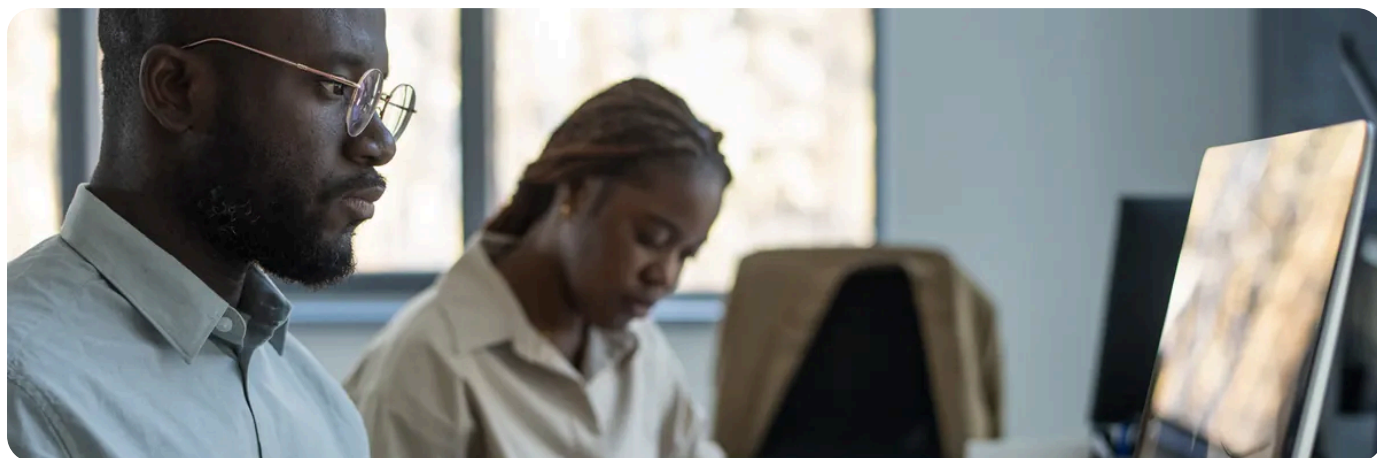
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Chatbot or person: handing a conversation over, and telling visitors it is an AI

📁 AI & Agents 📅 Created on **October 10, 2026** ⌚ 3 min read



A website chatbot has to do two things without fail: **say at once that it is a machine**, and **hand the conversation to a person** when the subject requires it or the visitor asks. A chatbot that pretends to be human, or traps the customer in a loop of useless answers, is worse than no chatbot at all.

➡ Saying it is an AI

Put it in the first message and in the name of the window (“Virtual assistant”, not a person’s name and photograph). Before typing, the visitor should know they are talking to a machine, that it can be wrong, and that what it says does not replace a confirmation from the company. It is also worth saying, briefly, that what they type is sent to an AI provider, and linking to the privacy policy. See **data protection on your site**.

❓ When to hand over to a person

Situation	What the chatbot does
The visitor asks for a person	Hands over at once, without trying to talk them into staying.
A complaint, refund, cancellation or any money matter	Decides and promises nothing. Offers to open a ticket.
The visitor repeats the question or says the answer did not help	Admits the limit and hands over, instead of trying a third version.
A sensitive subject: health, safety, legal questions	Does not advise. Refers on.
A question about the customer’s account	Only if the system has identified the visitor. If not, refers on. Never accepts a name or a number “said” in the chat as proof.

➔ How to make the handover work

- 1 **A button that is always visible** (“Talk to a person”), not just a sentence the chatbot sometimes says.
- 2 **Take the conversation along.** The support ticket should arrive with everything the visitor has already written, so they do not have to repeat it. That is how MozOut AI works: see **what it does and what it does not**.
- 3 **Ask for contact details before handing over**, if nobody is there right then: an e-mail or a phone number, and say where the reply will come.
- 4 **Be honest about when an answer comes.** Do not promise a deadline the team does not control; say where the visitor can see the ticket’s status.
- 5 **Read the handovers.** Every conversation that ended with a person shows a question the chatbot cannot yet answer. That is your improvement list.

! **What the chatbot says binds the company in the customer’s eyes.**
State in the opening notice that automatic answers are not a promise or a quote, and that the site’s terms prevail. That does not excuse you from reviewing the conversations.

💡 A chatbot that **only routes**
(it answers what is in the frequently asked questions and hands the rest to a person) brings the least risk and usually satisfies more than one that tries to answer everything.

🗨️ NEED A HAND?

Want a person to look at your case? Tell us what you need and we will open the ticket.

 **Open a support ticket** ➔

🔗 SEE ALSO

What to write in your website chatbot instructions so it stays on topic ➔

Automating customer support with AI: what to automate first and what never to ➔

What MozOut AI does, and what it does not



MozOut Mozambique

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