## **CAI** Comparison Matrix

calltower

	kore.@	- parloa	<mark>ਵ</mark> GENESYS <sup>-</sup>	Five9		zoom	w
Core CAI Capabilities							
Omnichannel	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	$\checkmark$	<ul> <li></li> </ul>
Voice	<ul> <li>Image: A second s</li></ul>	<b>&gt;</b>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>
Chat	<ul> <li>Image: A second s</li></ul>	<b>&gt;</b>	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>
SMS	>	<b>&gt;</b>	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>
Email	<ul> <li></li> </ul>	×	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	$\checkmark$	<ul> <li></li> </ul>
Social	<ul> <li>Image: A second s</li></ul>	×	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>
Cross-Channel Chatbots, voicebots & virtual agents	~	<b>~</b>	<ul> <li>Image: A set of the set of the</li></ul>	~	~	~	~
Natural Language Understanding	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	×	<ul> <li>Image: A second s</li></ul>	$\checkmark$
Generative AI	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	×	$\checkmark$	$\checkmark$
Deep search (RAG)	<ul> <li>Image: A second s</li></ul>	$\checkmark$	<ul> <li>Image: A second s</li></ul>	$\checkmark$	×	$\checkmark$	<ul> <li></li> </ul>
Text-to-speech voices (TTS)	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	×	$\checkmark$	$\checkmark$
Pre-built modules for vertical markets							
Insurance	<ul> <li>Image: A second s</li></ul>	Use Cases	Use Cases	<ul> <li>Image: A second s</li></ul>	×	$\checkmark$	$\checkmark$
Retail	<ul> <li></li> </ul>	Use Cases	Use Cases	<ul> <li>Image: A second s</li></ul>	×	<ul> <li></li> </ul>	$\checkmark$
Bank	<ul> <li></li> </ul>	Use Cases	Use Cases	$\checkmark$	×	$\checkmark$	<ul> <li>Image: A second s</li></ul>
IT	<ul> <li>Image: A second s</li></ul>	Use Cases	Use Cases	<ul> <li></li> </ul>	×	<ul> <li></li> </ul>	$\checkmark$
Healthcare	<ul> <li></li> </ul>	Use Cases	Use Cases	<ul> <li></li> </ul>	<ul> <li></li> </ul>	$\checkmark$	$\checkmark$

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Agent assist		Link to Details	Link to Details				
Knowledge surfacing	<ul> <li>✓</li> </ul>	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	×	$\checkmark$	<ul> <li></li> </ul>
Next best action	<ul> <li></li> </ul>	×	$\checkmark$	<ul> <li>Image: A second s</li></ul>	×	$\checkmark$	<ul> <li></li> </ul>
Sentiment analysis	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
Real-time translation (RTT)	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	~	<ul> <li></li> </ul>	×	<ul> <li></li> </ul>	<ul> <li></li> </ul>
Transcription	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	×	<ul> <li></li> </ul>	<ul> <li></li> </ul>
Summarization	~	<ul> <li></li> </ul>	~	<ul> <li>Image: A second s</li></ul>	×	~	<ul> <li></li> </ul>

Analytics							
Built-in dashboards	<ul> <li></li> </ul>	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	<ul> <li></li> </ul>
Bot Performance Metrics	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	~	$\checkmark$	×	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>
Data retention	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
Data export	~	~	~	$\checkmark$	×	<ul> <li></li> </ul>	<ul> <li></li> </ul>
Data richness	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	<ul> <li></li> </ul>

Integration & Extensibility							
Backend System Integration (Via APIs, RPA, etc.)	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	$\checkmark$
Marketplace/Pre-built Connectors	>	×	<b>&gt;</b>	<ul> <li>Image: A second s</li></ul>	×	>	$\checkmark$
Integration with Voice Platforms/Telephony	~	~	~	~	×	~	~
Knowledge Base Integration (auto surfacing answers)	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	×	<ul> <li>Image: A second s</li></ul>	$\checkmark$

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Security & Compliance							
Data Encryption (at rest/in transit)	$\checkmark$	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	×	<ul> <li></li> </ul>	$\checkmark$
PII Redaction	$\checkmark$	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	×	<ul> <li></li> </ul>	$\checkmark$
Role-Based Access Control (RBAC)	$\checkmark$	<ul> <li>Image: A second s</li></ul>	$\checkmark$	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>	$\checkmark$
Certifications / Compliance							
GDPR	$\checkmark$	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	×	×	<b>~</b>	$\checkmark$
ССРА	$\checkmark$	×	×	×	×	<ul> <li></li> </ul>	$\checkmark$
SOC 2	$\checkmark$	>	<ul> <li>Image: A second s</li></ul>	×	×	>	$\checkmark$
HIPAA	$\checkmark$	<ul> <li></li> </ul>	$\checkmark$	<ul> <li>Image: A second s</li></ul>	×	<ul> <li></li> </ul>	$\checkmark$
ISO	<ul> <li></li> </ul>	>	<ul> <li>Image: A second s</li></ul>	×	×	>	$\checkmark$

Development & Customization							
No-code/Low-code Bot Builder	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Developer SDKs	<ul> <li></li> </ul>	×	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	×	<ul> <li>Image: A second s</li></ul>	$\checkmark$
Versioning & Testing Environment	<ul> <li></li> </ul>	$\checkmark$	$\checkmark$	$\checkmark$	×	<ul> <li></li> </ul>	$\checkmark$
Custom UI Components	<ul> <li></li> </ul>	~	~	<ul> <li></li> </ul>	×	~	$\checkmark$
Multi-bot Orchestration	~	~	<ul> <li></li> </ul>	<ul> <li></li> </ul>	×	$\checkmark$	$\checkmark$
Drag & Drop Flow Designer	~	×	$\checkmark$	<ul> <li></li> </ul>	<ul> <li></li> </ul>	$\checkmark$	$\checkmark$

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Contact Center Capabilities							
Native Voice Integration	~	<ul> <li></li> </ul>	~				
IVR Integration	$\checkmark$	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	~
Call Routing & Queuing	~	$\checkmark$	$\checkmark$	$\checkmark$	<ul> <li></li> </ul>	$\checkmark$	<ul> <li></li> </ul>
Callback Scheduling	~	$\checkmark$	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	×	<ul> <li></li> </ul>	~
Workforce Management Integration`	$\checkmark$	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	×	<ul> <li></li> </ul>	~
Call Recording & Playback	$\checkmark$	~	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>	~
Pricing & Licensing							
Licensing Models							
Seat-based	×	×	<ul> <li></li> </ul>	$\checkmark$	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li></li> </ul>
Usage-based	$\checkmark$	$\checkmark$	<ul> <li></li> </ul>	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Hybrid model	×	×	$\checkmark$	$\checkmark$	$\checkmark$	×	>
Support fees	×	$\checkmark$	$\checkmark$	$\checkmark$	<ul> <li>Image: A second s</li></ul>	×	>
Free Tier or Trial	×	$\checkmark$	<ul> <li>Image: A second s</li></ul>	×	Trial	<ul> <li>Image: A second s</li></ul>	Trial
Add-on Costs (AI, voice, integrations)	×	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li>Image: A second s</li></ul>
Scalability of Pricing	$\checkmark$	<ul> <li></li> </ul>	<ul> <li></li> </ul>	~	<ul> <li></li> </ul>	<ul> <li></li> </ul>	~
Company & Support							
Global Availability / Hosting Options	~	<ul> <li></li> </ul>	~				
24/7 Support	~	~	~	~	<ul> <li></li> </ul>	<ul> <li></li> </ul>	~
Professional Services	×	~	~	~	<ul> <li></li> </ul>	<ul> <li></li> </ul>	~
Partner Ecosystem	~	<ul> <li></li> </ul>	~	<ul> <li></li> </ul>	~	<ul> <li></li> </ul>	~
Onboarding & Training	~	<ul> <li></li> </ul>	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>	<ul> <li>Image: A second s</li></ul>	<ul> <li></li> </ul>