CAI Comparison Matrix

calltower

	kore.ai	parloa	GENESYS	Five9	CONTACT CENTER	zoom	
Core CAI Capabilities							
Omnichannel	✓	✓	✓	✓	✓	✓	✓
Voice	✓	✓	✓	✓	✓	✓	✓
Chat	✓	✓	✓	✓	✓	✓	✓
SMS	✓	✓	✓	✓	✓	✓	✓
Email	✓	✗	✓	✓	✓	✓	✓
Social	✓	✗	✓	✓	✓	✓	✓
Cross-Channel Chatbots, voicebots & virtual agents	✓	✓	✓	✓	✓	✓	✓
Natural Language Understanding	✓	✓	✓	✓	✗	✓	✓
Generative AI	✓	✓	✓	✓	✗	✓	✓
Deep search (RAG)	✓	✓	✓	✓	✗	✓	✓
Text-to-speech voices (TTS)	✓	✓	✓	✓	✗	✓	✓
Pre-built modules for vertical markets							
Insurance	✓	Use Cases	Use Cases	✓	✗	✓	✓
Retail	✓	Use Cases	Use Cases	✓	✗	✓	✓
Bank	✓	Use Cases	Use Cases	✓	✗	✓	✓
IT	✓	Use Cases	Use Cases	✓	✗	✓	✓
Healthcare	✓	Use Cases	Use Cases	✓	✓	✓	✓

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Agent assist		Link to Details	Link to Details				
Knowledge surfacing	✓	✓	✓	✓	✗	✓	✓
Next best action	✓	✗	✓	✓	✗	✓	✓
Sentiment analysis	✓	✓	✓	✓	✗	✓	✓
Real-time translation (RTT)	✓	✓	✓	✓	✗	✓	✓
Transcription	✓	✓	✓	✓	✗	✓	✓
Summarization	✓	✓	✓	✓	✗	✓	✓
Analytics							
Built-in dashboards	✓	✓	✓	✓	✗	✓	✓
Bot Performance Metrics	✓	✓	✓	✓	✗	✓	✓
Data retention	✓	✓	✓	✓	✗	✓	✓
Data export	✓	✓	✓	✓	✗	✓	✓
Data richness	✓	✓	✓	✓	✗	✓	✓
Integration & Extensibility							
Backend System Integration (via APIs, RPA, etc.)	✓	✓	✓	✓	✓	✓	✓
Marketplace/Pre-built Connectors	✓	✗	✓	✓	✗	✓	✓
Integration with Voice Platforms/Telephony	✓	✓	✓	✓	✗	✓	✓
Knowledge Base Integration (auto surfacing answers)	✓	✓	✓	✓	✗	✓	✓

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Security & Compliance							
Data Encryption (at rest/in transit)	✓	✓	✓	✓	✗	✓	✓
PII Redaction	✓	✓	✓	✓	✗	✓	✓
Role-Based Access Control (RBAC)	✓	✓	✓	✓	✓	✓	✓
Certifications / Compliance							
GDPR	✓	✓	✓	✗	✗	✓	✓
CCPA	✓	✗	✗	✗	✗	✓	✓
SOC 2	✓	✓	✓	✗	✗	✓	✓
HIPAA	✓	✓	✓	✓	✗	✓	✓
ISO	✓	✓	✓	✗	✗	✓	✓

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Development & Customization							
No-code/Low-code Bot Builder	✓	✓	✓	✓	✓	✓	✓
Developer SDKs	✓	✗	✓	✓	✗	✓	✓
Versioning & Testing Environment	✓	✓	✓	✓	✗	✓	✓
Custom UI Components	✓	✓	✓	✓	✗	✓	✓
Multi-bot Orchestration	✓	✓	✓	✓	✗	✓	✓
Drag & Drop Flow Designer	✓	✗	✓	✓	✓	✓	✓

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Contact Center Capabilities							
Native Voice Integration	✓	✓	✓	✓	✓	✓	✓
IVR Integration	✓	✓	✓	✓	✓	✓	✓
Call Routing & Queuing	✓	✓	✓	✓	✓	✓	✓
Callback Scheduling	✓	✓	✓	✓	✗	✓	✓
Workforce Management Integration`	✓	✓	✓	✓	✗	✓	✓
Call Recording & Playback	✓	✓	✓	✓	✓	✓	✓
Pricing & Licensing							
Licensing Models							
Seat-based	✗	✗	✓	✓	✓	✓	✓
Usage-based	✓	✓	✓	✓	✓	✓	✓
Hybrid model	✗	✗	✓	✓	✓	✗	✓
Support fees	✗	✓	✓	✓	✓	✗	✓
Free Tier or Trial	✗	✓	✓	✗	Trial	✓	Trial
Add-on Costs (AI, voice, integrations)	✗	✓	✓	✓	✓	✓	✓
Scalability of Pricing	✓	✓	✓	✓	✓	✓	✓
Company & Support							
Global Availability / Hosting Options	✓	✓	✓	✓	✓	✓	✓
24/7 Support	✓	✓	✓	✓	✓	✓	✓
Professional Services	✗	✓	✓	✓	✓	✓	✓
Partner Ecosystem	✓	✓	✓	✓	✓	✓	✓
Onboarding & Training	✓	✓	✓	✓	✓	✓	✓