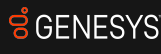
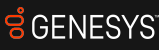


Conversational AI (CAI)

Comparison Matrix



						
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	✓	✓	✓	✓

						
Agent assist						
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)	✓	✓	✓	✗	✓	✓

						
Security & Compliance						
Data Encryption (at rest/in transit)	✓	✓	✓	✗	✓	✓
PII Redaction	✓	✓	✓	✗	✓	✓
Role-Based Access Control (RBAC)	✓	✓	✓	✓	✓	✓
Certifications / Compliance						
GDPR	✓	✓	✗	✗	✓	✓
PCI DSS		✓				
SOC 2	✓	✓	✗	✗	✓	✓
HIPAA	✓	✓	✓	✗	✓	✓
ISO	✓	✓	✗	✗	✓	✓
Development & Customization						
No-code/Low-code Bot Builder	✓	✓	✓	✓	✓	✓
Developer SDKs	✗	✓	✓	✗	✓	✓
Versioning & Testing Environment	✓	✓	✓	✗	✓	✓
Custom UI Components	✓	✓	✓	✗	✓	✓
Multi-bot Orchestration	✓	✓	✓	✗	✓	✓

						
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	✓	✓	✓	✓	✓	✓