

Vendor	Product Name	AVG	SMS	Phone	Voice	SIP	High quality codecs	Email	Rich Web Chat	Slack	WhatsApp	Facebook Messenger	Amazon Alexa	Google Assistant	iOS Business Chat	Viber	Microsoft Teams	Direct Mail	Telegram	Within apps	HTTP	Dynamic & ephemeral pages	Rich Comm. Service	Google RCS
OneReach.ai	Communication Studio & Live Agent	🟢	🟢	🟡	🟢	🟢	🟢	🟡	🟢	🟢	🟢	🟢	🟢	🟡	🟢	🟡	🟢	🟢	🟡	🟢	🟢	🟢	🟢	🟢
Amazon	Amazon Lex	🟡	🟢	🟡	🟡	⬜	⬜	🟢	🟡	🟢	⬜	🟢	🟢	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	⬜	⬜	⬜
Artificial Solutions	Teneo	🟡	🟡	🟡	🟡	⬜	⬜	⬜	🟢	🟡	🟡	🟢	🟡	🟡	🟡	⬜	🟡	⬜	🟢	⬜	⬜	⬜	⬜	⬜
Google	Dialogflow	🟡	🟢	🟡	🟡	⬜	⬜	⬜	🟢	🟢	⬜	🟢	🟡	🟢	⬜	🟢	⬜	⬜	🟢	⬜	⬜	⬜	⬜	⬜
Avaamo	Avaamo Conversational AI Platform	🟡	🟢	🟢	🟢	⬜	⬜	⬜	🟡	⬜	🟡	🟢	🟡	⬜	⬜	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	⬜
Eudata	Convy AI	🟡	🟡	🟢	🟢	⬜	⬜	🟡	🟡	⬜	⬜	🟡	🟡	⬜	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	⬜	⬜
IBM	Watson Assistant	🟡	⬜	⬜	🟡	⬜	⬜	⬜	🟡	🟢	⬜	🟢	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	🟢	⬜	⬜	⬜
IPsoft	Amelia	🟡	⬜	⬜	🟡	⬜	⬜	⬜	🟡	⬜	⬜	⬜	🟡	🟡	⬜	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	⬜
Kore.ai	Kore.ai Bots Platform	🟡	🟢	🟡	🟢	⬜	⬜	🟢	🟢	🟡	⬜	🟡	🟡	⬜	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	🟡	🟡
Openstream	EVA platform	🟡	🟡	🟡	🟡	⬜	⬜	🟢	🟡	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜
Rasa	Rasa Open Source & Rasa Enterprise	🟡	🟢	⬜	⬜	⬜	⬜	⬜	🟢	🟢	⬜	⬜	⬜	⬜	⬜	⬜	🟡	⬜	🟢	⬜	⬜	⬜	⬜	⬜
Rulai	Rulai Conversation Computing Platform	🟡	🟡	⬜	🟡	⬜	⬜	🟡	🟡	⬜	⬜	🟡	🟡	🟡	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜
SmartBotHub	SmartBotHub	🟡	🟡	🟡	🟡	⬜	⬜	⬜	🟡	🟡	🟡	🟡	⬜	⬜	🟡	⬜	⬜	⬜	⬜	⬜	⬜	⬜	🟡	⬜
SoundHound	Houndify	🟡	⬜	⬜	🟡	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	🟡	🟢	⬜	⬜	⬜
Microsoft	Multiple	⬜	🟡	⬜	🟡	⬜	⬜	⬜	🟡	🟡	⬜	🟡	🟡	🟡	⬜	⬜	🟢	⬜	🟡	🟡	⬜	⬜	⬜	⬜
Oracle	Oracle Digital Assistant	⬜	🟡	⬜	🟡	⬜	⬜	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	⬜	🟡	⬜	⬜	⬜	⬜	⬜	⬜	⬜