Features	TALYGEN	Freshworks
CRM		
Contact Management		
Contacts & Task Management	✓	✓
Email Integration	✓	✓
Import Data	✓	✓
Customer Portal/Account	✓	✓
Customer Interactions	✓	✓
Case Management	✓	✓
Contact Timelines	✓	✓
Workflow Automation	✓	✓
File Sharing	✓	✓
Document Management	✓	✓
Sales		
Accounts Management	✓	✓
Opportunity Management	✓	✓
Activity Streams	✓	✓
Personalized Dashlets & Homepage	✓	✓
Activity Tracking & History	✓	✓
Product Catalog & Tracking	✓	✓
Quote Management	✓	✓
Sales Opportunity Forecasting	✓	✓
Sales Team Management	✓	✓
Sales Email Campaigns	✓	✓
Sales Automation	✓	✓
Contacts	✓	✓
Feeds	✓	✓
Product Customization	✓	✓
Unlimited Records	✓	✓
Custom Modules	✓	✓
Time-Based Actions	✓	✓
Custom Related Lists	✓	✓
Sales Force Automation	✓	✓
Sales Tracking	✓	✓
Customer Service Management	✓	✓
Task And Event Tracking	✓	✓
Quotation	✓	✓
Invoice	✓	✓
Purchase Order	✓	✓
Sales Order	✓	✓
Deal Stages	✓	✓
Create Custom Reports	✓	✓
Marketing		
Drip Campaigns	✓	✓
Email Marketing	✓	✓
Newsletter Management	✓	✓
Marketing Management	✓	✓
Lead Generation	✓	✓
Marketing Campaigns	✓	✓
Service		
Case/Ticket Management	✓	✓
Manage Prospect, Leads And Opportunities	✓	✓
Convert Prospect, Lead, Opportunity To Project	✓	✓
Advanced Case Escalation	✓	✓
Bug Management	✓	✓
Knowledge Base	✓	✓
Access To 100+ Admin Services	✓	✓
Ease Of Use		
Custom Fields	✓	✓
Customize The Communication Type	✓	✓
Campaign Wizard	✓	✓
Multiple Currencies	✓	✓
File Sharing	✓	✓
Document Management	✓	✓
Collaboration		
Client Management/ Client Login	✓	✓
Link Contacts With Tasks/Projects	✓	✓
Project Request By The Client	✓	✓
Time Tracking		
Time Track		
Automatic Time-Tracking	✓	✗
Billable And Non Billable Time Tracking	✓	✗
Add Manual Time Entry	✓	✗
Bulk Time Entry	✓	✗
Timesheet	✓	✗
Offline Mode	✓	✓
Overtime Tracking	✓	✗
Meal Break Support	✓	✗
Time Off Request Management	✓	✓
Fast And Simple Employee Time Entry	✓	✓
Time Tracking With Screenshot	✓	✗
Audit		
Screenshots	✓	✗
Work Diary	✓	✗
Mouse Click	✓	✗
Keyboard Click	✓	✗
Multi Screen Management	✓	✗
Approval Rule	✓	✓
Activity Log	✓	✓
Website Tracking	✓	✓
Application Tracking	✓	✗
Screen Recording	✓	✗
Webcam Image Capturing	✓	✗
Activity Flagging	✓	✗
Silent Monitoring	✓	✗
Ease Of Use		
Billable And Non Billable Time Tracking	✓	✗
Upgrade Anytime, Keep Data	✓	✓
Task-Level Time Tracking	✓	✗
View Time Entry In Calendar And Listing View	✓	✗
Collaboration		
Client Management/ Client Login	✓	✓
Link Contacts With Tasks/Projects	✓	✓
Project Request By The Client	✓	✗
Client Can Review Screenshots	✓	✗
Client Can Review Work Diary	✓	✗
Expense Tracking		
Data		
Data Control	✓	✓
Multi Branch Management	✓	✓
User Roles & Permissions	✓	✓
Payments		
Receipt Photos	✓	✗
Receipts	✓	✓
Project Managers, Team Timesheets, Team Expense Reporting	✓	✗
Daily Allowances	✓	✗
Customize The Category And Trip Name	✓	✗
Setup Expense Approval Rule As Per Project	✓	✗
Efficient Approval & Control On Expense Level	✓	✗
Custom Expense Policy Rules	✓	✗
Travel Allowances	✓	✗
Invoice		
Invoicing & Bill Processing	✓	✓
Define Tax Formulas	✓	✓
Allocation		
Project Allocation	✓	✓
Reporting		
Export Timesheets	✓	✗
E-Mail Reports	✓	✓
Reporting	✓	✓
Exporting Reports To Excel (XLS)	✓	✓
Rounding And Decimals In Reports	✓	✗
Your Company Logo In Reports	✓	✓
Visual Reporting	✓	✓
Detailed Reports	✓	✓
Uninvoiced Report	✓	✗
Generate Expense Reports	✓	✓
Support For Various Timesheet Formats	✓	✗
Configurable Reports	✓	✓
Location Based Reporting	✓	✗
Timesheets Approval	✓	✗
Manage Time With Timesheets	✓	✗
Time Tracking		
Manual Entry (Within App (Not Time Sheets))	✓	✓
Automate (Stop Watch/Timer)	✓	✗
Workflows		
Multi-Stage Approval Workflow	✓	✓
Custom Business Logic	✓	✓
Security & Backup Procedures	✓	✓
Card Integration	✓	✓
Ease Of Use		
Receipt Uploads	✓	✓
Detection Of Duplicate Expenses	✓	✓
Upload Files, Images With Expense	✓	✓
Bulk Upload Of Expense	✓	✓
Project Management		
Basic PM Tools		
Time Tracking / Timesheets	✓	✗
Project Milestones	✓	✓
Setup Milestones And Convert Them To Invoices Directly	✓	✗
Setup Expense Limit	✓	✗
Tasks Management	✓	✓
Tasks (Sub-Projects)	✓	✓
Global Tasks	✓	✗
Project Planning	✓	✓
Project Forecasting	✓	✗
Break Projects Down With Tasks	✓	✓
Project Level Permissions	✓	✓
Gantt Chart	✓	✗
Project Roadmap	✓	✗
Workflow System	✓	✓
Configurable Approval Workflows	✓	✓
Flexible Workflow And Approvals	✓	✓
Portfolio Management	✓	✗
Issue Tracking	✓	✓
Practice Management	✓	✗
Resource Management		
Resource Management	✓	✗
Skills Management	✓	✗
Project And Resource Forecasting	✓	✗
Program Management/ Event	✓	✓
Allocation-Based Estimates	✓	✗
Scheduling	✓	✓
Asset Management	✓	✗
Project Request	✓	✗
24/7 Monitoring To Ensure Availability	✓	✗
Unlimited Team Size	✓	✓
Document Management		
Document Editing	✓	✗
Document Sharing And Storage	✓	✓
Project Integration	✓	✓
Access Rights Management	✓	✓
Document Versioning	✓	✗
Import From External Resources (Excel, GoogleDocs, Etc)	✓	✓
View Company Knowledgebase	✓	✓
Communication		
Project Message Board	✓	✓
Socialize Feature For Inter User (Chat Within A Company)	✓	✗
Group Chat (Chat Within A Company)	✓	✗
Client Login (Login Available For Client)	✓	✓
Forum	✓	✗
Blogs	✓	✓
Integration With Third Parties Services		
Import Basecamp Data	✓	✗
Google Apps Integration	✓	✓
Freshbooks Integration	✓	✓
Salesforce Integration	✓	✓
QuickBooks Integration	✓	✓
Outlook Integration	✓	✓
MS Project Integration	✓	✗
Collaboration		
Client Management/ Client Login	✓	✓
Link Contacts With Tasks/Projects	✓	✓
Project Request By The Client	✓	✗
Ease Of Use		
Project Templates	✓	✓
Copy/ Clone Projects	✓	✓
Customizable Dashboards	✓	✓
Cloud Based Storage	✓	✓
View Project Detail	✓	✓
Backups	✓	✓
Mobile Apps	✓	✓
Drag And Drop Functions	✓	✓
Resource Import Tools	✓	✗
Integrated Help	✓	✓
Continuous Enhancements Included	✓	✓
Time Zone Conversions	✓	✓
Reporting		
Report Generation	✓	✓
File Dashboard	✓	✗
Can Manage Company Storage Into Screenshots, Project Storage And Doc Storage	✓	✗
Useful Reporting For Projects	✓	✓
Assignments	✓	✓
Reports For Dashboard	✓	✓
Exportable Reports	✓	✓
Billing		
Billing Management	✓	✓
Flexible Billing Rate Management	✓	✓
Flexible Workflow And Approvals	✓	✓
Balance And Accrual Calculations	✓	✗
Track And Manage Expenses By Project	✓	✓
Milestone Alerts	✓	✗
Time And Expense Based Billing	✓	✓
Project Quotes	✓	✓
Invoices		
Invoicing		
Multi-Currency Online Invoicing	✓	✓
Invoice Integration	✓	✓
Personalized Invoices	✓	✓
Invoice Generation	✓	✓
Recurring Invoices	✓	✓
Batch Invoices	✓	✗
Import Time/Expense	✓	✗
Customized Rules For Automated Invoicing	✓	✗
Calculate The Discounts As Sequential Or Stack	✓	✗
Utility Billing	✓	✗
Billing Rule	✓	✗
Invoice Import	✓	✗
Flag Automation	✓	✗
Rate Schedule	✓	✗
Billing Services	✓	✗
Dynamic Reporting	✓	✓
Specify The Period(In Months) The Received/Due Amount Displayed.	✓	✗
Payment		
Full Budget Management	✓	✗
Manage Budgets	✓	✗
Online Payment	✓	✓
Multi-Currency Support	✓	✓
Time And Expense Entry For Billing	✓	✗
Payment Reminders	✓	✓
Credit Notes	✓	✓
Easy-To-Use Expense Reports	✓	✓
Tax Formulas Automate Tax Calculations	✓	✓
Setup Default Tax And Discount Rates	✓	✓
Calculate The Discounts As Sequential Or Stack	✓	✓
Receipts		
Attach Receipts	✓	✓
Remittance Slip	✓	✗
Upload Of Digital Receipts	✓	✓
Emails		
Email Reports To Managers	✓	✓
Email Integration	✓	✓
Emails Overdue Statements	✓	✓
Ease Of Use		
Automated Notifications	✓	✓
View Invoice	✓	✓
Manage Different Status Of The Invoices	✓	✓
Automatic Send Invoice As Email	✓	✓
Automate The Invoice Number	✓	✓
Rounding Rules	✓	✗
Collaboration		
Client Management/ Client Login	✓	✓
Link Contacts With Tasks/Projects	✓	✓
View Invoices And Pay	✓	✓
HR Management		
Users & Roles		
Job Descriptions	✓	✓
Employee Logins	✓	✓
Employee Profiles	✓	✓
Administrators	✓	✓
Employee Management		
Dashboard	✓	✓
Timesheet	✓	✓
Dynamic Report Generator	✓	✓
Biometric Attendance	✓	✓
Leave Tracker	✓	✓
Attendance Policy	✓	✓
Leave Policy	✓	✓
Resignation Management	✓	✓
Approval Rule	✓	✓
Leave Slots	✓	✓
Dispute Management	✓	✓
Attendance	✓	✓
Assets	✓	✓
Organizational Chart	✓	✓
Leave Management		
Balance And Accrual Calculations Of Time Off	✓	✓
Flexible Time Off Approval Workflows	✓	✓
Support Of Custom Time Off Types	✓	✓
Calendar View Time Off Scheduling	✓	✓
Submit Time Off Requests	✓	✓
Recruitment		
Create Vacancies & Publish	✓	✓
Manage The Company Recruitments	✓	✓
Have External Job Layout, Manage The Layout For Same	✓	✓
Managers Can Send Requisition To HR For Hiring	✓	✓
Manage The Applicants Applying For The Job	✓	✓
Convert The Applicant To User Once Hired	✓	✓
On-Boarding For New Hires Individually Or In Batches	✓	✓
Human Capital Management	✓	✓
Resume Parsing	✓	✓
Hiring Policies	✓	✓
Interview Schedule	✓	✓
Job Requisition	✓	✓
Talent Pool	✓	✓
Offer Management	✓	✓
Candidate Rating	✓	✓
Candidate Reference Program	✓	✓
Assessment	✓	✓
Recruitment Store Front	✓	✓
Talent Management	✓	✓
Performance		
Performance Management	✓	✓
Automated Employee Performance Appraisals	✓	✓
Competency Management	✓	✓
Employee Feedback And Recognition	✓	✓
Team Reviewers	✓	✓
Review Managers	✓	✓
Benefits Administration		
Employee Self-Service	✓	✓
Employee Time-Off Tracking	✓	✓
Succession Planning	✓	✓
Goal Management	✓	✓
Customize Work Flows	✓	✓
Active Directory / LDAP Plugin	✓	✓
Setup Accrual	✓	✓
Setup Working Week Shift Wise	✓	✓
Convert Non Working Day As Working For Specific Users	✓	✓
Manage And Track Attendance With In And Out Time	✓	✓
Approval Rule	✓	✓
Setup Bonus Leave	✓	✓
Ease Of Use		
Employee/Corporate Directory	✓	✓
Setup Company Holiday Location Wise	✓	✓
Customize Leave Type	✓	✓
Knowledge Base	✓	✓
Dashboard	✓	✓
File Sharing	✓	✓
Document Management	✓	✓
Appointment Calendar		
Calendar Management	✓	✓
Group Scheduling	✓	✓
Meeting Room Booking	✓	✓
Online Scheduling	✓	✓
Payment Processing	✓	✓
Recurring Appointments	✓	✓
Reminders	✓	✓
Reservations	✓	✓
Customization/Branding	✓	✓
Reporting And Analytics	✓	✓
Website Integration	✓	✓
Google Calendar Linking	✓	✓
Email Marketing	✓	✓
Compatibility		
IPhone App	✓	✓
Android App	✓	✓
Windows Phone App	✓	✗
Blackberry App	✓	✗
Windows Desktop App	✓	✓
Linux Desktop App	✓	✓
Mac Desktop App	✓	✓
Help & Support		
Email	✓	✓
FAQs	✓	✓
Live Chat	✓	✓
Telephone	✓	✓
Tutorials	✓	✓
Forum	✓	✓
Webinar	✓	✓
User Guide	✓	✓
Blogs	✓	✓
Other Key Features		
Multi-Lingual/Localization	✓	✓
Multi-Currency	✓	✓
SSL Secure	✓	✓
DEVELOPER API	✓	✓
On-Premise Installation	✓	✓
Add-Ons And Other Integration		
Google Calendar	✓	✓
Microsoft Exchange	✓	✓
INTUIT QUICKBOOKS	✓	✓
Freshbooks Integration	✓	✓
FSM/Ticketing		
Work Order Management	✓	✓
Scheduling And Dispatching	✓	✓
Mobile App	✓	✓
Invoicing And Time Tracking Integration	✓	✓
Capture Video On-Site	✓	✓
Zone Management	✓	✓
Heat Map	✓	✓
Live Locator Tracking	✓	✓
Ticket Activity Tracking	✓	✓
Digital Workflows	✓	✓
Merge	✓	✓
811 Call Center Integration	✓	✗
Centralized Customer Portal	✓	✓
Reporting And Analytics	✓	✓
Route Planning And GPS Integration	✓	✓
Service Level Agreement	✓	✓
Form Builder	✓	✓
Crew Allocation	✓	✓
Rule Engine	✓	✓
Asset Management	✓	✓
Knowledge Base	✓	✗
Locator Helpdesk	✓	✓
Non-Locator Helpdesk	✓	✓
Social Media Integration	✓	✓
Communication	✓	✓
Time Tracking	✓	✓
Feedback	✓	✓
Map Integration	✓	✓
Event Management		
Event Planning	✓	✓
Registration	✓	✓
Venue Management	✓	✓
Speaker Management	✓	✓
Marketing	✓	✓
Communication	✓	✓
Reporting And Analytics	✓	✓
Payment Processing	✓	✓
Ticketing	✓	✓
Google Calendar Integration	✓	✓
Budget Management	✓	✓
Recurring Events Setup	✓	✓
Store Front	✓	✓
Attendees Management	✓	✓
Social Media Integration	✓	✓
Availability Management	✓	✓
Project Tracker	✓	✓
Virtual/Physical Events	✓	✓
Ticket Sale	✓	✓
Discount And Coupon	✓	✓
Policy	✓	✓
FAQs Management	✓	✓
Donation	✓	✓
Event Wishlist	✓	✓
Resource Management	✓	✓
Custom Dashboard	✓	✓
Asset Management		
Barcode/QR Code Scanning	✓	✓
Asset Requisition	✓	✓
Assets Life Cycle Management	✓	✓
Requisition Checkout Time	✓	✓
Calibration, Audit And Image Capturing	✓	✓
Mobile Scanning	✓	✓
Self-Checkout	✓	✓
Depreciation Management	✓	✓
GPS Tracking	✓	✓
Asset Deployment	✓	✓
Integration With RFID	✓	✓
Asset Tracking	✓	✓
Inventory Management	✓	✓
Asset Disposal	✓	✓
Push Notifications	✓	✓
Mobile App	✓	✓
Custom Asset Categories	✓	✓
Asset History	✓	✓
Asset Reservations	✓	✓
User Permissions	✓	✓
Dashboard And Analytics	✓	✓
Alerts And Notifications	✓	✓
Asset Documentation	✓	✓
UCaaS		
Messaging	✓	✓
Voice Calls	✓	✓
Video Call	✓	✓
File Sharing	✓	✓
Team Collaboration	✓	✓
Contact Management	✓	✓
Integration With CRM	✓	✓
Sangoma And Ticketing Integration	✓	✗
Group Chats	✓	✓
Messaging By Project	✓	✓
Communication History And Logs	✓	✓
Personalized Communication	✓	✓
Unified Messaging	✓	✓
Call Routing & Forwarding	✓	✓
Virtual Meetings & Conferencing	✓	✓
Calendar Integration	✓	✓
Training		
Online Training	✓	✓
Physical Training	✓	✓
Venue Management	✓	✓
Trainer Allocation	✓	✓
Attendees Management	✓	✓
Recurring Trainings	✓	✓
Document Sharing	✓	✓
Questionnaire Setup	✓	✓
Attendance	✓	✓
Training Feedback	✓	✓
Star Rating	✓	✓
Reports And Analytics	✓	✓
Document Storage		
Smart, Secure Files Sharing	✓	✓
Third-Party Storage Systems	✓	✓
Access To Unlimited Folders	✓	✓
Drag And Drop To Upload Files/Folders	✓	✓
Manage Cloud-Based Storage	✓	✓
Personalized Storage Space For Team Members	✓	✓
Grant Guest Access To Files	✓	✓
Assign Storage Space To Clients	✓	✓
Preview Of Folders And Files	✓	✓
Flexible Configuration	✓	✓
Restore Files From Recycle Bin	✓	✓
Setup External Access With Expiration Date	✓	✓

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