Features	TALYGEN	Jira Service Management
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	✔	✘
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	✔	✘
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	✔	✘
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	✔	✘
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	✔	✘
UCAS		
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	✔	✘

Note: All product names, logos, and brands are property of their respective owners. All company, product and service names used in this website are for identification purposes only. Use of these names, trademarks and brands does not imply endorsement.