Features	TALYGEN	TwilioFlex
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	✓	✗
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	✓	✗
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	✓	✗
Compatibility		⊖
IPhone App	✓	✗
Android App	✓	✗
Windows Desktop App	✓	✗
Linux Desktop App	✓	✗
Mac Desktop App	✓	✗
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	✓	✗
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	✓	✖

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	✓	✖

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	✓	✖

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	✓	✗
Resume Parsing	✓	✗
Hiring Policies	✓	✗
Interview Schedule	✓	✗
Job Requisition	✓	✗
Talent Pool	✓	✗
Offer Management	✓	✗
Candidate Rating	✓	✗
Candidate Reference Program	✓	✗
Assessment	✓	✗
Recruitment Store Front	✓	✗
Human Capital Management	✓	✗
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	✓	✗
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	✓	✗
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	✓	✗
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	✓	✗

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	✓	✗

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	✓	✗

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