	SMOKE	GENESYS 3G Surveys	SYNAPTUM	qualtrics XM	mindful	feebak	surveypal	CXINDEX
Survey Types:								
Customer Segmentation	✓	✓	-	✓	-	-	✓	✓
Post-call IVR Surveys	✓	✗	✓	✓	✓	Genesys Cloud Only	✓	✓
Email Surveys	✓	✓	✓	✓	✓	✓	✓	✓
SMS Surveys	✓	✗	✓	✓	✓	-	✓	✓
In-App Surveys	✓	✗	✓	✓	-	-	-	✓
Chat / Web Survey	✓	✗	✓	✓	✓	✓	✓	✓
Employee Engagement Surveys	✓	✓	-	✓	✗	-	✓	✓
Features:								
Configurable Surveys	✓	✓	✓	✓	✓	✓	✓	✓
Customisable Widgets & Advanced Visual Feedback Dashboards	✓	✗	-	✓	✓	✓	✓	✓
Custom Report Building & Analytics	✓	✗	✗	✗	✗	✗	✗	✗
Filterable Results for Drill-Down Reporting	✓	✗	-	✓	✓	✓	✓	✓
Voice Transcription (Text to Speech) & Analytics	✓	✗	✓	✓	✓	-	-	✓
Campaign Performance Metrics	✓	✗	✓	✓	✓	-	✓	✓
Real-time, Data-Rich Results	✓	✓	✓	✓	✓	✓	✓	✓
Scheduled Reporting	✓	✗	-	✓	✓	-	✓	-
Sentiment Analysis	✓	✗	✓	✓	✓	-	✓	✓
Real-time Escalations	✓	✗	✗	✗	✓	✗	✗	✗
Deployment & Support:								
Cloud-based Deployment	✓	✓	✓	✓	✓	-	✓	✓
On-premise Deployment	✓	✗	✓	-	-	-	-	✗
Training & Guidance	✓	✗	✓	✓	✓	-	✓	✓
In-person Support	✓	✓	-	✓	✗	✗	✓	✗
Phone Support	✓	✓	✓	✓	✓	✗	✓	✓
Chat Support	✓	✓	-	✓	✗	✗	✓	✓
API Access	✓	✓	✓	✓	✓	✓	✓	✓
Compliancies & Certification:								
GDPR Compliant	✓	✓	✓	✓	✓	-	✓	✓
ISO 27001 Certified	✓	✓	-	✓	✓	-	✓	✓
HIPAA Compliance	✓	✓	-	✓	-	-	-	-
Avaya DevConnect Certified	✓	✗	✗	✗	✗	✗	✗	✗
Genesys Premium AppFoundry App	✓	✓	✓	✗	✓	✓	✓	✓

Data Key:
Yes ✓
No ✗
Unknown -