

Area	Feature	Chatfuel	Botkit	LivePerson Maven	Amazon Lex	Microsoft LUIS (with QnA)	Rasa Stack (OOS only)	Google DialogFlow (Enterprise Plus)	IBM Watson (Plus)
NLU	Intent Recognition	Keyword	NA	ML Example Based	ML Example Based	ML Example Based	ML Example Based	ML Example Based	ML Example Based
	Entity extraction	Keyword	NA	Synonym	Automated Expanded Synonym	Contextual NER and Synonym	Contextual NER and Synonym	Contextual NER, Synonyms, Automated Expansion	Contextual NER, Pattern, or Synonym
	API support	Basic Dashboard and Bot Status	NA	Partial	All UI functions	All UI functions	All UI functions	All UI functions	All UI functions
	Long Tail Integration	No	No	Yes - Knowledge Base Search	No	Yes - MS QnA	No	Yes - Knowledge Search	Yes - Watson Discovery
Conversation Flow	Visual Flow Tool	Yes	No	Yes	No	No	No	No	Yes
	Flow configuration method		Botkit Studio - Script authoring tool	Visually Configured Rules	Code level rule configuration	Code level rule config via Dialogs SDK	Machine Learnt Stories	Configured SubIntent Rules	Visually Configured Rules
	Context object supporting complex objects	Yes	Conversational Threading	No	Yes	Yes	Yes	Yes	Yes
Build acceleration	Pre-trained Entities	No	No	Yes	Yes	Yes	Yes	Yes	Yes
	Pre-trained/Built-in user intentions	No	No	Pre-built bots for common LP scenarios	Yes	Yes	No	Yes	Yes
	Cluster existing data to suggest intents	No	No	No	No	Yes	No	Via Chatbase	Yes
Integration									
	Out of the box supported channels	Facebook	Web, Apps, Facebook Messenger, Slack, Twilio, Cisco Spark, Microsoft Teams	IVR, Apple Business Chat, SMS, Web, Mobile Apps, Facebook, Google RCS, WhatsApp	Facebook, Slack, Kik, Twilio	Cortana, Direct Line, Email, Facebook, GroupMe, Kik, LINE, Microsoft Teams, Skype, Slack, Telegram	Facebook, Cisco Webex Teams, Slack, Mattermost, Telegram, Twilio, RocketChat, MS Bot Framework, SocketIO, REST channels	Google Assistant, Facebook Messenger, Slack, Dialogflow Web Demo, Kik, Line, Skype, Cisco Spark, Telegram, Cisco Tropo, Twilio, Twilio Programable Chat, Twitter, Viber	Facebook, Web, Slack Yes - IBM Cloud Functions and Webhooks
	Support webservice and/or cloud function calls	No	No	Hosted java script functions	Yes - AWS Lambda Cloud Functions	Yes	No	Yes	
	Out of the box response types	Text, Image, Audio, Video, RSS, Google Sheets	NA	Text, Image, Audio File, Video, List Picker, Quick Reply	Text, Images, Option Cards	Text, Images, Video, Audio, Files, Buttons	Text, Images	Text, Image, Card, Quick Replies	Options, Images, Text, Pause
Analytics	Analytics Dashboard in Tool	Yes	No	Yes	Yes	Yes	No	Yes	Yes
	Advanced Analytics	NA	Via Middleware Plugins	No	No	No	No	Via Chatbase	Via Watson Studio